Call for Papers

Submission Deadline: **October 15, 2009**

IT Service Management

Track of the

2010 International Conference on Information Resources Management (Conf-IRM)

May 16-18, 2010
Rose Hall Resort and Spa, A Hilton Hotel
Montego Bay, Jamaica

Track Co-Chairs:
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TRACK COVERAGE

The role of Information Technology in an organization is the cost-effective provision of IT services that meet organizational needs and, hopefully, aligns with organizational strategy. IT Service Management (ITSM) processes, that is those processes directly associated with the delivery of high-quality, low-cost IT services, have emerged as a strategic focus for industry. The objective of this track is to provide a forum for the research, teaching, and practice in IT service management.

This track welcomes papers addressing research ideas and studies that identify important problems in today's IT organizations and how companies attempt to resolve their problems by drawing upon ITSM theories and/or best practices. The track is open to all types of methodologies (e.g., conceptualization, theorization, case study, action and interpretive research, experimentation, survey, and simulation). Both research-in-progress and completed research papers will be welcome.

RECOMMENDED TOPICS

The ITSM track encourages the submission of quality papers and panel and workshop proposals dealing with (but not limited to) the following topics:
• Business relationship or Supplier management
• Change management in implementing ITSM
• Continuous improvement with ITSM
• Evaluation of ITSM support applications
• Financial planning, monitoring, and management
• Impact of ITSM on IT support and delivery productivity
• Implementation studies of ITSM
• ITSM acceptance/adoption/use
• ITSM Availability, Capacity, Service level, or Continuity management
• ITSM Incident, Problem, Change, Release, or Configuration management
• Organizational, behavioral, and cognitive aspects of ITSM
• Process analysis and modeling
• Security management
• Service Oriented Architecture and ITSM
• Software service support
• Usability studies of ITSM in the workplace

For complete conference information, visit the Conf-IRM Web Site at:

www.conf-irm.org

Submission Types and Guidelines

Full Length Submissions
Submissions of no more than 5000 words, including references, appendices and title page, with a maximum of 5 figures/tables. Submissions have to be original, and previously unpublished, conceptual or empirical research manuscript for review. All accepted papers will be published in the conference proceedings in their entirety upon payment of registration fees. Papers accepted and presented at the conference will also be placed in the AIS e-Library. Papers not presented at the conference, for any reason, will not be included in the AIS e-Library. Highly rated papers by the reviewers will be considered for publications in selected Journals. Moreover, the paper that best represents, in terms of quality and suitability to the theme, the ideals of the conference will be awarded the "Best Paper" Award during the conference.

Research-in-Progress Submissions
Submissions of no more than 2000 words with a maximum of 3 figures/tables. All research-in-progress submissions will be published in the proceedings as short papers.

Teaching Cases
We welcome submissions of teaching cases. The cases should be based on real situations and targeted at specific learning objectives. Cases should be no more than 5000 words and must be accompanied by instructor teaching notes (not included in the 5000 words). The teaching notes will not be published.

Panel and Tutorial Submissions
Submissions of not more than 1000 words. Proposals should include the objectives, issues to be covered and full details of all presenters. Method of presentation is at the submitter's discretion; however, the submitter has the responsibility for providing his/her own panel members. All accepted proposals will appear in the conference proceedings (*Please note that all panelists and tutorial presenters must register for the conference*).

Important Announcements
- The number of submissions by an author (including joint authorship) is strictly limited to a maximum of two submissions.
- Authors of accepted papers (at least one person per submission) and all panel members MUST register and attend the conference.

All conference submissions will be double-blind and peer reviewed. The review process will be handled by the track chairs and co-chairs. Submissions of all types must be received by October 15, 2009.

Important Dates
Submission date: **October 15, 2009**
Notification of Acceptance/Rejection: **January 8, 2010**
Final Submission and Early Registration due date: **February 25, 2010**

Send all your inquiries to
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