# **17th Annual Conference itSMF CZ**

## About the conference

On Thursday **26. 1. 2023** in the conference rooms of the Comfort Hotel Prague City East took place the 17th annual conference itSMF CZ called "Fail quickly but gracefully". After two years, which were forced to take place online, the participants had the opportunity to meet the speakers again in person on the topics of optimizing enterprise IT management, so that it co-creates value and is not just a cost item. The conference itself took place during a single, information- and lecture-packed day, and the day after continued with a three-hour workshop led by two of the main foreign speakers. The program was prepared in cooperation with CACIO, itSMF International and itSMF Slovakia. The conference was held under the auspices of Deputy Prime Minister for Digitization Ivan Bartoš. Professional lectures took place in two halls, one of which was conducted purely in English.

## Conference theme: Fail quickly but in gracefully.

Traditionally, conferences focus on "best practice“ and celebrate successes, both real and imagined. However, this year's itSMF conference wanted to point out the unsuccessful projects about which companies are usually discreetly silent. Not only from IT, but also from the business point of view, stories from practice were shown about what went wrong, what were the causes of failures and what lessons or improvements resulted from it. The greatest attention was paid to how to deal with failures using processes, value streams (Value Streams) or approaches such as high-speed IT (High-Velocity IT) or product mindset.

Also this year, the organizers managed to ensure the participation of great and world-renowned speakers who are actively involved in the development of ITSM in the international field of IT. Among them were **Mark Smalley** (author of High Velocity IT), **Kaimar Karu** (former Estonian Minister of IT and Foreign Trade), **Rob Akershoek** (advisorfor DevOps, IT4IT, value streams), **Krzysztof Ogonowski** (expert in the field of change management and strategy implementation, and **Paul Wilkinson** (founder of Gamingworks). The great atmosphere was praised by all participants and those who missed this year's conference can at least start looking forward to the next year, which will take place in January 2024.

## *itSMF Czech Republic*

*itSMF (IT Service Management Forum) is an internationally operating independent and non-profit organization dedicated to all aspects of ICT service management. The global standard for this area is* [***ITIL***](https://itsmf.cz/old/wp-content/uploads/2017/08/ITIL_ve_-zkratce_v06.1.ppsx) *and*  the ***ISO/IEC 20000*** standard based on it, so itSMF  *is also perceived as a forum for users of this standard, which also fundamentally affects the development of the entire ICT management industry. itSMF was founded in 1991 in the UK.*