



## Best Paper / Practice / Tutorial Submission Instructions



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The QAI conference Program Committee is pleased that you wish to submit a Paper/Practice/Tutorial at the 5th International Colloquium on IT Service Management (ITSM 2010). The colloquium is scheduled for September 6th, 2010 in Bangalore..... III

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## **INSTRUCTIONS AND INFORMATION**

The QAI conference Program Committee is pleased that you wish to submit a Paper/Practice/Tutorial at the 5th International Colloquium on IT Service Management (ITSM 2010). The colloquium is scheduled for September 6th, 2010 in Bangalore.

### **Submitting Your Paper/ Practice/ Tutorial for the Technical Program**

Colloquium attendees will receive a CD-ROM containing the author's papers, therefore, it is required that all papers be submitted as computer files i.e a softcopy.

### **IMPORTANT DEADLINES FOR DELIVERABLES AND REMINDERS:**

- July 20th, 2010:** Submission of Author Intent Form with the Author Biography and Paper Abstract.
- July 25th, 2010:** Submission of Final Paper and Copyright Release Form signed by the respective authors.
- Aug 6th, 2010:** Accepted authors notified.
- Aug 20th, 2010:** Submission of Final Presentation.

### **Author Intent Form Submission**

A completed copy of the [Author Intent Form](#) must be received by the submission deadline for your Paper/Practice/Tutorial to be considered for inclusion in the colloquium.

The biographies that are included on this form will be used to promote the colloquium. Each biography should be limited to 100 words. Examples of the type(s) of information that may be included in a biography includes, but is not limited to :

- Current position/core responsibilities
- Previous positions/core responsibilities
- College attended, degree
- Place of graduate study, degree
- Professional associations
- Certifications
- Total years of experience

Author needs to mention the title and the level of submission along with an abstract of the paper. Paper abstracts have to be submitted for comments and suggestions. Comments from the technical committee are for information purposes only and do not insure selection of the paper for presentation at the colloquium.

### **Paper/Practice/Tutorial**

Final paper submissions will be used for the selection of papers for the colloquium. If an abstract is submitted but the final paper is not submitted, the paper will not be considered for the colloquium.

Final paper submissions will be used in the proceedings. These proceedings will be made available as a CD-ROM and distributed at the colloquium. The CD-ROM will include the final papers. Authors to be aware that there would be no IP associated with the information, unless agreed upon, and can be shared/used/referred by the society.

Paper abstracts and final papers should all be submitted to the Conference Manager at [conferences@qaiglobal.com](mailto:conferences@qaiglobal.com) as MS Word 97/2000/2003 attachments. Files may be WinZip compressed. Media is non-returnable. Questions concerning file compatibility should be addressed to the Conference Manager.

To assure uniformity and that the proceedings reflect the professional image and quality that QAI India wishes to project, please use the instructions - the Style Guidelines template, when preparing your final paper/practice/tutorial. In order for a paper to be eligible for the Best Paper Award, it must be submitted in compliance with the submission guidelines. Your paper should be in the range of 10-14 pages (including illustrations). Questions concerning style guidelines or length should be addressed to the Conference Manager.

### **Copy Right Release Form**

A separate Copyright Release Form in Appendix II must be completed and signed by each author of an accepted paper. The agreement does not limit your use of the material in any way. This form should be sent to the **Conference Manager** along with the final paper. Each individual whose name appears on the written material must sign a separate Copyright Release Form. If you have other authors, a copy of the form is required to be signed by the co-author(s) also. Print their name clearly at the top. Ensure that the wordings of the form does not get altered in any way.

### **Contacts and Addresses**

ATTN: Conference Manager  
QAI  
1010-1012, Ansal Towers  
38, Nehru Place  
New Delhi-110019  
Tel: +91-11-26219792/26220580  
Fax: +91-11-26218974  
[Email: conferences@qaiglobal.com](mailto:conferences@qaiglobal.com)

## APPENDIX I

### PAPER/PRACTICE/TUTORIAL SUBMISSION GUIDELINES

**Please note:**

The Best Paper Chair may provide direction for improvements or ask authors to enhance a Report for final publication.

#### **Content:**

#### **Best Practices should cover the following:**

Best Paper would be evaluated on the following criteria:

**THE BIG PICTURE:** (Weightage: 30%).

Relevance and importance to Industry.

Criticality of IT Usage and strategic advantage.

Ease of understanding.

Ease, and likelihood of use & applicability in diverse environments.

Impact on macro level policies and practices.

**QUALITY OF CONTENT:** (Weightage: 30%)

Coverage of Organization Need, Organization Solution, Organization Results and Organization Learning.

Completeness.

Innovation and creativity.

Presentation.

How it addresses technical issues like, transition from old practice/ concept/ technology/ model to new; how it integrates with other technologies, disciplines etc; degree to which current Information Systems techniques are taken advantage of.

How it addresses people issues and change management issues etc.

How it incorporates Quality Principles.

**FUNCTIONALITY, USAGE & RESULTS:** (Weightage: 30%).

Whether objective well defined, and degree to which it is met.

Quantitative Analysis: Clarity, rigor, quality, and thoroughness of the data analyses projecting the impact on each of the key quality attributes.

Practical Tools like forms, checklists, procedures etc.

Results: quantitative and qualitative impact of the practice/concept/ technology/model etc.

Supporting evidence via benchmarking, industry surveys, SEI assessments, ISO assessments or competitive analysis.

References: Quality of quotes, references, and success stories from key customers, managers and engineers about the practical experiences using the practice/concept/technology/model etc., and its positive impact on their organizations.

Degree to which it is continuous-improvement & self-check oriented (PDCA)

**GENERAL:** (Weightage: 10%)

Overall Merit

Communication, clarity, conciseness and readability of the Best Practice Report/Paper

Others

### Proposed structure of the Paper

All the papers submitted for the colloquium must follow the following guidelines w.r.t. the content

- **First Page /Cover page**

This page should contain the name of the paper, the name of the conference like “HMBP 2010” and so on. The name of the author(s) and their mail ids, the name and address of the organization to which the authors belong to.

- **The Second page**

Should contain the paper “Abstract” which provides an essence of what is contained in the paper, in 150-200 words

- **The body**

The body of the paper should start immediately after the “Abstract” (no page break) and may contain the headings, sub-heads, paragraphs, as desired by the author

All figures/pictures should be numbered below the figure/picture and a caption/title given to explain the same

In case the content of the paper is using any quotes from another author or publication, such excerpts should be in line with the copyright rules of the relevant publication from which the content has been taken or with written permission of the author(s)

- **Last Page**

Must contain the list of “Reference materials” based on which the paper has been written. The last section after the References should be “Author’s biography” in brief

- **Appendix**

Include the list of Acronyms and their expansions, and the definitions for the complex or unique words, with the source of definition if any, or self explanation, as applicable in this appendix

**Few formatting rules**

Follow the same font across the paper - Times New Roman or Verdana

- The main text should be in 10 points font size
- No heading should be larger than 12 point size
- Use British English only (check spellings, etc. accordingly)
- Do pagination at top right corner
- Use page breaks to give a logical end to a page
- Do spell check before submission, without fail

**Colloquium Materials:**

All attendees will receive a kit consisting of final program, a presenter abstract and biography book, logistics & directions sheet and other elements. The Colloquium Proceedings will be mailed post-colloquium.

**OTHER IMPORTANT INFORMATION**

Colloquium Presenter Terms:

--The fee for exactly one presenter will be waived for each colloquium presentation. Co-presenters(s) must decide which person is to receive the waived fee. All other co-presenters will pay the author special registration fee.

--The speakers would have to make their own arrangements towards boarding, lodging, and travel. No reimbursements would be made here. Official host hotels and official travel agents would be announced in the colloquium brochure, and their services can be availed of.

Address for Submission of All Materials:

ATTN:Conference Manager  
QAI  
1010-1012, Ansal Towers  
38, Nehru Place,  
New Delhi 110 019  
Phone:+91-11-26219792/6220580  
Fax: +91-11-26218974  
E-mail: conferences@qaiglobal.com

## APPENDIX REQUIRED FORMS

[Copyright Release Form](#)

### COPYRIGHT TRANSFER FORM

QAI India Ltd. (hereinafter called QAI) is hereby authorized to publish the contribution entitled:

.....  
(Hereinafter called Work)

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4.4. (b) the copies are not used in a way that implies QAI endorsement of any product or service.

Agreed Date Signed:..... Signature\*:.....

Lead Authors' Name and Address (please print or type):

.....

Phone Number: .....

Fax Number: .....

Email: .....

\*For jointly authored Work, all the joint authors should sign, or one of the authors should sign as an authorized agent for the others.

Mail / Fax the completed form with the contribution to the following address:

ATTN: Conference Manager

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