

SUPPORT[®] WORLD LIVE

POWERED BY **HDI**

May 3-7, 2026

Caesar's Palace | Las Vegas, NV



2026

Call For

Speakers

Have a story to share?

Submit a proposal for Support World Live 2025 Today!

ACCEPTING SUBMISSIONS THROUGH FRIDAY, OCTOBER 2, 2026

Welcome to the SupportWorld Live 2025 Call for Speakers!

As it always has, SupportWorld Live brings together experts, practitioners, thought leaders, and solution providers, all united around a singular focus: to energize and empower IT support and service management professionals to make a real difference in their careers and organizations. More than 1,500 leaders will gather next May at Caesars Palace Conference Center in Las Vegas, NV, for a week of insightful presentations, informative case studies, and strategic guidance.

We are looking to make SupportWorld Live a more diverse and inclusive program, featuring speakers who offer practical guidance and specific takeaways/lessons learned that will enable attendees to implement immediate improvements in their own organizations.

In this toolkit, you'll find an overview of the process, eligibility criteria, key selection criteria, rules of engagement, and an evaluation guide. We've also included descriptions of the five tracks and tips for navigating SUBS, our submission portal. If you have any questions, contact Kenna Beaver (kenna.beaver@informa.com).

Process Overview

The program team employs a robust speaker evaluation and selection process. We go through several rounds of review to ensure that we select presentations that best represent our attendees' interests. This gives our conference an edge over other industry events. The following is a timeline for the submission process for SupportWorld Live.

- September 4, 2025: Call for Speakers opens
- October 2, 2025: Call for Speakers ends
- Early December: Notification of acceptance status

We are looking for fresh guidance and insights for the 2026 program. Therefore, please adhere to the following guidelines:

- No more than two proposals per speaker
- Interactivity is encouraged — proposals that emphasize attendee engagement will be given priority
- Case studies will receive priority consideration
- Veteran speakers are welcome, but new material will be prioritized over past material
- Solution providers are encouraged to submit proposals, but a customer must be featured as a co-presenter
- Commercial/promotional content will not be considered (see the following section on Eligibility Criteria for more details)

The program team receives hundreds of high-quality proposals from IT support and service management professionals throughout the industry and it will select the best mix to be part of the SupportWorld Live program. However, due to the volume of submissions, the program team cannot respond personally to each rejected submission.

Eligibility Criteria

All IT support and service management industry professionals — practitioners, consultants, professional speakers, trainers, industry analysts, etc.— are invited to submit proposals. Note that the following will be strictly enforced.

- Speaker bureaus and PR agencies: You may submit proposals on behalf of your clients. However, you must include all speaker information in the proposal. Through a signed speaker agreement, the nominated speaker must confirm directly with the program chair that he/she is aware of the submitted proposal and will commit to the event if selected.
- Event exhibitors and solution providers: You may nominate your customers, or your own IT support and service management practitioners, to present best practices, case studies, and/or related industry topics. Commercial content will not be considered, as there are specific opportunities to present product- or service-aligned content that are available exclusively to exhibitors and sponsors (e.g., Lunch and Learns, Solutions Spotlights); please contact Keith Gregory (keith.gregory@informa.com) for more information about these opportunities.
- Keynote speakers: All SupportWorld Live keynote speakers are sourced through an executive speaker bureau; proposals submitted through this Call for Speakers will not be considered for inclusion in the final program.

Selection Criteria

The ideal session:

- Is relevant to IT support and service management
- Addresses the most pressing issues regarding best practices, processes, infrastructure, and strategy
- Is more than just theory, delivering practical experience, real-world examples, and case studies from all points along the path to maturity
- Is a coherent, interest-grabbing presentation featuring high-quality materials and accompanying documentation
- Is fresh, timely content that doesn't promote or endorse a specific product/service

Please provide complete information for each proposal element.

- You must include a title that's descriptive, attention-grabbing, and/or provocative
- You must include an abstract/description letting potential attendees know what's in it for them; make a case for why your session/coverage is different, urgent, important to the industry, etc.
- You must identify 3-5 key takeaways to help attendees understand what they'll gain from attending your session
- You must include full contact information, a brief biographical statement, and a headshot for each speaker

Before you hit **SUBMIT PROPOSAL** (and make sure you do hit that button or we won't receive your proposal), be sure you've completed all required fields. Incomplete proposals will not be reviewed or considered for inclusion in the final program.

Rules of Engagement

If you are selected for the final program, you will receive a Speaker Agreement confirming your benefits and affirming your commitment to the event.

- You (and any proposed copresenters or panelists) must be available to speak anytime from May 3-7, 2026; all sessions are assigned a date/time at the discretion of the program team.
- You are expected to cover the entirety of your assigned time slot and present the session as described in the agenda. Attendees will be evaluating you on how well your session related to the topic described in the agenda; for example, if you submit a topic geared toward mature organizations or experienced support professionals, attendees will verify that you satisfied that expectation.
- Speakers are selected, not companies. If you must withdraw from the program, HDI reserves the right to replace the canceled session with a comparable topic and speaker from the wait list.
- Each speaker will receive one complimentary conference registration (Premium Conference & Expo package). If one or more copresenters qualify to participate, additional complimentary registrations may be offered. Travel arrangements and hotel accommodations are the responsibility of the speaker(s).
- Some sessions will be recorded (audio or video, at the discretion of the program team), and you are expected to use the event PowerPoint template that will be available in the Speaker Portal.

Track & Key Topics

Through the SupportWorld Live program, HDI empowers IT support and service management leaders to tackle the challenges they're facing every day by creating an educational program that addresses each and every one of them. Through our conference program, we support a convergence of ideas, strategies, tactics, and case studies that seek to elevate support and service management today and into the future.

We appreciate your commitment to the industry and welcome your submissions. Note that SupportWorld Live features five learning tracks that not only tell leaders how it's done but show them how to do it. We've also added sample topics you might want to consider presenting on.

Be sure to view each of the tracks and their potential topics for critical guidance to ensure a successful submission. To appeal to this specialized audience, the conference program covers a range of critical topics, grouped into the following tracks:

- Leading World Class Service & Support Teams
- Optimizing Service & Support Operations
- Achieving IT Service Management Excellence
- Evolving Service & Support Experience
- AI in Action

Leading World Class Service & Support Teams

The sessions in this track deliver strategic guidance for building and leading a rock-solid culture. Learn best practices for connecting a global, hybrid team, being a transformational leader, creating a culture and workplace that prioritizes diversity, equity, and inclusion, and unlocking your team's potential.

Potential topics to address include:

- Transformational leadership in the digital enterprise - supporting a culture of continuous improvement
- Women in IT leadership
- Career-planning and roadmaps for aspiring leaders: where you want to go, what you need to get there, and how best to get after it.
- Differences between coaching and mentoring, clarifying the role of sponsors vs. mentors
- Managing hybrid/distributed teams, working across time zones, and sustaining culture and engagement.
- Conflict management and resolution
- Best practices and practical advice for identifying and fostering rising talent
- How to ensure Voice of the Customer and employee experience programs complement each other
- Upskilling staff to use and support new technology suites.

Optimizing Service & Support Organization

The sessions in this track dive into the concepts and best practices that promote process improvement and operational efficiency and effectiveness. Learn how to optimize day-to-day operations and implement new strategies, all while maintaining your focus on quality, value, and continuous service improvement.

Potential topics to address include:

- Defining, implementing, and creating new services
- Building clear processes that account for all day-to-day and critical considerations
- AI Ops – sifting through the hype to see through the single pane of glass
- Assessing the risks and opportunities of generative AI and large language models for enterprises (i.e, using ChatGPT for work purposes, understanding where data goes and how it becomes accessible)
- How to optimize your support organization for challenging times and get the most out of your available budget
- Implementing and succeeding with walk-up support, remote support, etc.
- Promoting consistency between service delivery teams, service management practices, and business priorities.
- Best practices and practical considerations for consolidating support teams/departments while maintaining service quality
- Developing a unique roadmap for a modern service desk that aligns organizational and IT strategies and direction
- Critical incident management and communications
- Business continuity and disaster recovery planning
- Establishing quality assurance for non-phone interactions, including self-service

Achieving IT Service Management Excellence

This track features real-world case studies that take a deep dive into the elements of strategic service and support in action, including managing support as a business, consolidating and optimizing operations, innovating rapidly and effectively with the advent of AI, and building strategic relationships with internal stakeholders, as well as solution and service providers.

Potential topics to address include:

- The evolving impact of AI, machine learning, and automation on service management and the support organization
- Maintaining or gaining service efficiencies in challenging environments
- How to achieve a holistic view of your organization and design services based on that view
- Building a nimble IT organization
- Customer satisfaction and measuring excellence
- Valuestream mapping
- Linking IT and support goals to organizational goals and success
- Educating the organization on the value of service management and building alliances outside IT

Evolving Service & Support Experience Excellence

This track takes a deep dive into the true impact of exceptional experience management, beginning with covering everything from transforming the employee experience to differentiating the customer experience. Delivering innovative approaches to elevating both, learn about the best practices, strategies, philosophies, as well as methodologies to engage your customers, employees, and stakeholders throughout the organization.

Potential topics to address include:

- Transforming organizational culture (not just IT) through experience, experience management offices, and experience level agreements (XLAs)
- Understanding and improving the customer/employee/user expectations and experience
- Aligning SLAs with XLAs and Voice of the Customer
- Customer journey mapping, value stream mapping, etc.
- How an escalation culture is created, how to avoid it, and how to fix it
- Streamlining processes by applying the guiding principle of optimize and automate (Kaizen)
- Recognizing issues related to mental health
- Combating burnout, coaching struggling employees
- Morale and engagement in the hybrid and remote workplace
- Amplifying company culture and building community across business areas, departments, geographic locations
- Onboarding and training employees in a remote environment
- Leveraging a part-time or outsourced workforce

AI in Action

The sessions in this track deliver real-world case studies related to AI implementation. Learn about the transformative power of AI through in-practice applications that are reshaping the IT support community and solving complex challenges. This track bridges the gap between theoretical AI concepts and practical implementation, showcasing how organizations are leveraging AI technologies to drive innovation, efficiency, and competitive advantage

Potential topics to address include:

- Implementation journeys that address unique challenges
- Metrics and methodologies for measuring AI's impact on business outcomes
- AI-powered ticket management
- Ethical considerations and governance frameworks
- Emerging applications that demonstrate the future potential of AI technologies
- AI-powered chatbots and virtual agents
- Knowledge management enhancements through AI
- AI-automated asset management
- Implementation considerations

SUBMITTING YOUR PROPOSAL: AN INTRODUCTION TO SUBS

As you enter your proposal in SUBS, there are a few required and optional fields to be aware of:

- Required:
 - Track: Select a primary topic area from the drop down.
 - Primary Discipline: From the dropdown, select the state that best describes the maturity of the organizations that are the ideal audience for your session.
 - Format: Select the option that best describes your session's ideal/intended format from the drop down.
 - Headshot: At a minimum, your headshot should be 200x200px (square, jpg).
- Optional:
 - Secondary: If your proposal overlaps with a second topic area, select the area from the dropdown.
 - Secondary Discipline: If your session's ideal audience applies across two levels of maturity, select a second level from the dropdown.
 - Uploading Files/Documents/Videos: You can upload supplemental files/documents, but you must complete the abstract, takeaways, and interactivity fields. You can also upload a supplemental video (maximum 64MB); if your file size is too large, please include a link to the hosted video in the session description field (as a YouTube link, as Box/Dropbox link, etc.).

You can edit your proposal once you've submitted it, until the submission period ends, provided you've saved the unique link provided at the beginning of the proposal.

Good luck!