

Guidelines for publishing in the Research Papers (ITSM) Series

First Author's Firstname Lastname

*School of Computing
Dublin Institute of Technology
Kevin Street, Dublin 8, Ireland.
email address*

Second Author's Firstname Lastname

*School of Infomatics
Another Institute of Technology
Ireland.
email address*

Abstract

Abstracts should be no more than 200 words in length. Head the paragraph with the word "Abstract" in Times New Roman 10pt bold, centred in the column and un-numbered. This is followed by the abstract text with left and right justification; the text is Times New Roman 10pt italic. Place no blank line after the abstract.

Keywords - The keywords you specify will be used to index your paper. Start the paragraph with the word "Keywords" in Times New Roman 10pt bold, indented 1.0cm and un-numbered, followed by a list of relevant keywords. Place one blank line after the keywords.

1 Deadlines and format

The deadline for submission of papers is **June 12** (or as otherwise agreed) and your paper must arrive in electronic form and should adhere to the format set out in these instructions. Papers that do not adhere to this format will not be considered. The publication will be printed from the electronic file exactly as you submit it, without any reduction or changes. It is preferred that papers would not exceed 16 pages (or as otherwise agreed) and authors are requested to contact the editor if this maximum is being exceeded. Please remember to proof-read your paper before submission.

2 Page setup

In the interest of producing a consistent publication format it is essential that your paper conforms to a number of simple standards. If in doubt as to how to interpret the standards use this paper as a guide. The standards are set out in the following sections.

2.1 Page size

Your page size should be set to A4 and the margins set at the following:

Top:	30mm
Bottom:	30mm
Left:	35mm
Right:	30mm

Papers should be an even number of pages (even if this means a blank page at the end). Use page breaks between all pages, (avoid a series of enter keys). Papers should be in two columns, MSWord formatted at 7.24cm with 1.0cm spacing between them. Use column breaks as appropriate in order to balance your page presentation, especially on the last page of text.

2.2 Page headers, footers and numbers

Include the title of the paper and the author name as a header throughout the paper. This header should be right aligned. Use Times New Roman, 10-point, italics and format the author name to bold. Because the paper title and author name are already on page 1 it is not necessary to include this header information on the first page.

In the page footer, include an underline the full width of the page. Below this underline, all pages are numbered in Times New Roman 12-point, italics using decimal digits (1, 2, 3, 4, 5). Page numbers should be right aligned.

2.3 Spacing

All text styles (e.g., headings, body text and bullet text) should be set at single line spacing with zero spacing before and after. There should be a single line break between paragraphs.

2.4 Paper submission and file formats

You should submit two versions of your paper. The first version should be a **Microsoft Word** document generated using Microsoft Office. Please ensure that you **do not fast save your document** before submitting it. Name this 2003PhDSem_YourFirstname_Lastname.doc The second version should be a .pdf document generated using Adobe Acrobat and name this versi2003PhDSem_YourFirstname_Lastname.pdf

3 Paper structure

Please use the embedded Word styles within the template to ensure consistent formatting (Not due until May 2004)

3.1 Title details

This section provides setting out detail for the paper's title and author's affiliation details.

3.1.1 Title of paper

The title for your paper should be in Arial Unicode MS font, 16pt, bold all centred. Place one blank 10pt line after the title. There should be no separate title page.

3.1.2 Author information

After the title give the name and affiliation of each author including department, institution, country and email address. Use Times New Roman 10pt, centred and, if there is more than one author, show separate affiliation details for each. Each author name should be in bold and the affiliation details in italics. Authors with the same department or centre affiliations should be listed on the same line and separated by commas with the final two authors separated by the symbol &. Do not include titles or qualifications in the Author's name. Place one blank line after the affiliations.

Please do not put any acknowledgments here. If you need to recognise other contributions, place them in the optional *Acknowledgments* section at the end of the document.

3.2 Main text details

This section sets out the requirements for text formats in headings, main body text and figures and tables.

3.2.1 Headings

Limit your paper to 3 levels of outline numbered headings and ensure they are applied consistently. All headings should be left aligned. The first level heading should be Times New Roman 12pt bold. The second level heading should be Times New Roman 11pt bold. The third level heading should be Times New Roman 10pt bold. There should be no instances of a sub-heading following a superior heading without text between them. Please limit all headings to a beginning capital letter except for proper nouns.

3.2.2 Main Text

The main text should be Times New Roman 10pt with full alignment in each column. Each paragraph should be followed by one blank line.

3.2.3 Figures, tables and diagrams

Please leave one blank line before all figures, tables and diagrams. All illustrations should be positioned as close as possible to where they are first mentioned in the text. All, figures, tables and diagrams included in the paper should be clearly

labelled and centred between the margins. Place the label (**Figure No** - *caption*) on the line immediately after the figure, table or diagram in Times New Roman 10pt. The Figure No should be bold and the caption italic. Centre this label. For this line set Spacing Before to 6pt and leave one blank line after the label.

All figures, tables and diagrams created in programs other than Microsoft Word should be included in the document in EPS format at 300 dpi. Images will be reproduced at the size they are submitted in your paper. While TIFF and JPEG images will be accepted, diagrams and figures in EPS format are preferred.

3.2.4 Proof-reading

Please proof-read your paper for:

- One full-stop at end of your sentences
- All *et al.* expressions in italics
- Compliance with these guidelines.

4 Acknowledgements

This is an optional section. Acknowledgments or appreciation to individuals for guidance, support or similar direction with the manuscript or with the material reported should be included and appear at the end of the paper before the References.

5 Citations and references

This section outlines the standard for citations in the text and for presenting the References section.

5.1 Citations in the text

Please use the author-date system and avoid the use of footnotes. Insert the sequence (Name, year) into the main text for a citation to a literature reference. Name refers to the Lastname of the author and year refers to the year of publication. To cite several authors delimit the single authors by commas or the symbol &. The phrase *et al.* is valid for 3 or more authors. The year is written in long form (i.e. 2002) and use running lower case letters if you refer to more than one article of an author of the same year (e.g. Robson, 1997a, 1997b). Where more than one reference is used, separate each reference with a semicolon (e.g. Robson, 1999a; Porter & Millar, 1985). Where a quote from the source document is included in the text, please refer to the page number, as in Robson (1997a; p.125). For quotations over two lines start a separate line (no space, no quotation marks) and indent the quotation 0.5mm from the margin. Show the quoted text in italics.

5.1.1 Examples of citations

... this special form (Porter & Millar, 1985) is ...
... as described by Porter and Millar (1985) ...
... and this argument (McCall *et al.*, 1977) is ...
... *across time and space* (Robson, 1997; Porter & Millar, 1985).

5.2 References section

Head the literature references with the word "References" using the same formatting for a first level heading. Please use the referencing styles exactly as shown at the end of these guidelines to ensure consistency throughout the publication.

5.2.1 References

All citations in the text of the paper must also appear in the Reference or Bibliography. The preferred format is alphabetical order of the first author's lastname. The second and subsequent lines for each reference should be indented by 0.5cm. The following provides examples of referencing for different sources: Please use Small Caps for the Authors' names.

5.2.2 Examples of References

MCCALL, J.A., RICHARDS, P.K. AND WALTERS, G.F. (1977) *Factors in software quality*, Vols I-III, Rome Aid Defense Centre, Italy.
PORTER, M. AND MILLAR, V. (1985) "How information gives you competitive advantage" *Harvard Business Review* 63 (July-August), pp.149-160.

ROBSON, W. (1997) *Strategic management and information systems: an integrated approach*, Pitman Publishing, London, UK.

SHNEIDERMAN, B. (1987) *Designing the user interface: strategies for effective human-computer interaction*, Addison-Wesley, USA.

TROWER, T. (1999) "The Human Factor: Guidelines for Designing Interactive HTML Documents",
http://www.microsoft.com/devnews/SepOct96/HumanFactor5_5.htm accessed June 1999

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This paper relies on the format and style of the Instructions to Authors of a number of international conferences.