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| Title of paper (Style: SM-Title\_of\_paper) |
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| **Abstract**The text of the abstract should be placed here (Style: SM-Abstract\_and\_Keywords) The Abstract should not be longer than 300 words. References should be avoided, unless they are essential. Acronyms should also be avoided.The Abstract should be structured as follows:**Background**: Present the significance of the study from the point of the problem that motivated research. Summarise the key points of literature overview. **Purpose:** State briefly the main objective of te paper (2-3 sentences) **Study design/methodology/approach**: Explain what was done to achieve research objective. Avoid broad terms, focus on specific methods or approaches (2 to 3 sentences). **Findings/conclusions:** State the main findings/conclusion in relation to set objectives and/or hypotheses. The recommendation is to use plain terms instead of numeric data. Write clear and direct sentences. **Limitations/future research:** Summarise the limitations of the study and propose future research. |
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| **Keywords**The keywords should be placed here (Style: SM-Abstract\_and\_Keywords)a list of 5 to 10 keywords used as usual index/search terms or expressions |
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Introduction (Style: SM-Heading1)

The first paragraph of each section should be in SM-First\_paragraph\_in\_section style.

The second and other paragraphs in the section should be in SM-Other\_paragraphs\_in\_section style.

Introduction, Conclusion and References should not be numbered.

The paper should follow the IMRAD structure (Introduction (Literature Review, Theoretical Background) Methods, Results and Discussion), when it presents an empirical study.

Manuscript should not exceed 75.000 characters (spaces included).

1. Section (Style: SM-Heading1)

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* Item 2
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Numbering should be in SM-Numbering style.

1. Item 1
2. Item 2
3. Item 3

**Figures** should be black and white, with a minimum resolution of 300x300dpi. The source must be stated below the figure. If the figure is created by the authors, the source should be Author(s). Arial 9 font should be used in figures.

**Mathematical expressions** should be numbered on the right side, while all variables and parameters must be defined.

**Tables** should be centered. All tables must have captions. The title of your table should follow the table number. Tables should not be wider than the margins of the paper. Skip two lines before and after each table.



**Figure 1** Caption (Style: SM-Figures)

**Source:** state the source (Style: SM-Figure\_source)

Table 1 Heading (Style: SM-Table\_heading)

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**Source:** state the source (Style: SM-Table\_source)

**All tables, graphs, and diagrams** are expected to back your research findings. They should be clearly referred to and numbered consecutively in Arabic numerals. They should be placed in the text at the appropriate paragraph (just after its reference).

If the table or figure cannot be fitted into a single column, "section break continuous" (important!) should be used.



**Figure 2** Caption (Style: SM-Figures)

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Conclusion (Style: SM-Heading1)

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**Reference quotations in the text**

One author - Boškov (2005) compared the access range… In an early study of access range (Boškov, 2005), it was found...

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Anupindi, R., Chopra, S., Deshmukh, S. D., Van Mieghem, J. A., & Zemel, E. (2012). *Managing Business Process Flows.* New Jersey: Pearson.

Faculty of Economics. (2008, March 5). *A new approach to CRM*. Retrieved July 25, 2008, from http://www.ef.uns.ac.rs/papers/acrm.html

Ostroff, F., & Smith, D. (1992). The horizontal organization. *The McKinsey Quarterly, 1*(1), 148-167.
<https://doi.org/0.1504/sm.2019.096>

Zimmermann, S., Rentrop, C., & Felden, C. (2016). Governing IT Activities in Business Workgroups—Design Principles for a Method to Control Identified Shadow IT. In W. Abramowicz, B. Franczyk, & R. Alt (Eds.), *19th International Conference, BIS 2016* (pp. 252–264). Berlin: Springer International Publishing.
https://doi.org/10.1504/sm.2019.096

Tanasijević, V. (2003, March). Putting the user at the center of software testing activity. Strategic Management, 8 (4). Retrieved October 7, 2004, from http://[www.ef.uns.ac.rs/sm2003](http://www.ef.uns.ac.rs/sm2003)

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