

# Conference Programme AM

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| 08:00 - 09:00 | Registration & Breakfast in the Exhibition area |  |
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| 09:00 - 09:10 | ROOM 6 | Welcome & Introduction by the itSMF Belgium President  |
| 09:10 - 09:45 | ROOM 6 | Keynote Presentation<br>Changing the IT Leader's Mindset - Time for revolution rather than evolution<br>By Dr Robina Chatham & Dr Brian Sutton |

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| 09:50 - 10:30<br><br>PARALLEL SESSIONS | ROOM 6         | Journey of a Dutch bank to IT Service Optimization:<br>Next steps in a Transformational Unification of IT Service Management<br>By Gerlan Verlouw, ITSM Lead Consultant, HP Software |
|  | ROOM 2         | ITSM as-a-Service - How the Cloud clears the fog<br>By David D'Agostino, Senior Solution Consultant, Service-now   |
|  | ROOM 11        | The fruits of leadership-rich soil<br>By Patricia Speltinx, Managing Director, Opsys   |
|  | THE BOUTIQUE 1 | The Service Catalog: Build it, Publish it, Use it<br>By Frank De Schepper, Axios Systems   |
|  | THE BOUTIQUE 2 | Case studies on how an ITSM tool can improve cross-departmental collaboration<br>By Nancy Van Elsacker, TOPdesk Belgium  |

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| 10:30 - 11:00 | Coffee & Refreshments in the Exhibition Area |  |
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| 11:00 - 11:40<br><br>PARALLEL SESSIONS | ROOM 6         | Presenting CobiT 5<br>By Georges Ataya, Academic director, Solvay Brussels School   |
|  | ROOM 2         | itSMF survey: ITIL in the cloud<br>By Jens Helstrup, Head of Technology Office, Rubik Solutions                           |
|  | ROOM 11        | The People Factor in ITSM<br>By Alejandro Debenedet, itSMF International Executive Board member                           |
|  | THE BOUTIQUE 1 | 7x24 - Follow the sun<br>By Sven Kolb, Business Unit Manager, USU AG  |
|  | THE BOUTIQUE 2 | The impact of cloud computing on service management<br>Glenn Fitzgerald, Design & Development Technical Director, Fujitsu |

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| 11:50 - 12:30<br><br>PARALLEL SESSIONS | ROOM 6                          | A journey towards a pragmatic service organization<br>By Eddy Peters, Senior ITSM Consultant, CTG  |
|  | ROOM 2                          | Cloud and Virtualization - Death of ITSM or the opportunity of our lifetime<br>By Robert Stroud, VP Strategy Service Management & Governance, CA Technologies                          |
|  | ROOM 11                         | The how and the why of creating an integrated ITSM solution?<br>By Barry van der Meij, ICT Manager, Nobel bv   |
|  | THE BOUTIQUE 1<br>11:50 - 12:50 | Leadership skills<br>By itSMF Belgium - presented by Linda Hoeben, Cirkels Training Institute  |
|  | THE BOUTIQUE 2                  | How your ITSM Solution can also be a Business Process tool enabler<br>(and introduce alignment, efficiency and cost savings)<br>By Guy Werckx, Managing Director, Omninet Technologies |

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| 12:30 - 14:00 | Lunch Break in the Exhibition area |  |
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# Conference Programme PM

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| 14:00 – 14:40<br><br>PARALLEL SESSIONS | ROOM 6         | Lean and IT Service Management<br>By Milan Glavaski, CEO, Processes4IT  |
|  | ROOM 2         | Presentation by Infra / VMware  |
|  | ROOM 11        | How can we make our people service managers?<br>By Ivor Macfarlane, Service Management Specialist, IBM  |
|  | THE BOUTIQUE 1 | Accelerating Service while reducing costs through intelligent, multi language, knowledge delivery<br>By Dirk Craen, Director EMEA, Softlib  |
|  | THE BOUTIQUE 2 | A champaign walk-through demo of a Cloud Transformation Experience Workshop<br>By Jeroen Bronkhorst, Business Solutions Strategist, HP Software EMEA and one of the ITIL V3 authors |

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| 14:50 – 15:30<br><br>PARALLEL SESSIONS | ROOM 6         | Application Management Lifecycle from a Business Perspective using BiSL<br>By Mark Smalley, IT Paradigmologist, ASL BiSL Foundation   |
|  | ROOM 2         | Collecting management information - The key to great leadership?<br>Or a waste of time?<br>By Kevin Bruin, Senior Consultant, TOPdesk   |
|  | ROOM 11        | Values and Drives, their influence on your Leadership style<br>By Dany Franssens, Owner Dynamic Management Support (D.M.S.)   |
|  | THE BOUTIQUE 1 | itSMF Workshop: Leading Through Questions<br>By Dr Robina Chatham & Dr Brian Sutton   |
|  | THE BOUTIQUE 2 | A champaign walk-through demo of a Cloud Transformation Experience Workshop<br>By Jeroen Bronkhorst, Business Solutions Strategist, HP Software EMEA and one of the ITIL V3 authors |

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| 15:30 – 15:50 | Coffee & Refreshments in the Exhibition Area |  |
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| 15:50 – 16:30<br><br>PARALLEL SESSIONS | ROOM 6         | Getting a firm grip on Problem Management and not letting go....<br>By David Jones, Computacenter & Roger Clarke, Swift                          |
|  | ROOM 2         | Sleep tight Mr. CIO...<br>Why Software Asset Management does not have to be a nightmare<br>by Chris De Gendt, Business Service Manager, Econocom |
|  | ROOM 11        | Service Catalog: Identifying Value for the Business Case<br>By Frank De Schepper, Axios Systems  |
|  | THE BOUTIQUE 1 | Exact Synergy Enterprise ITSM provides broad functionality for ITIL process support<br>By Barry van der Meij, ICT Manager, Nobel bv              |
|  | THE BOUTIQUE 2 | Presentation by Infra / VMware   |

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| 16:40 – 17:20 | ROOM 6 | Keynote Presentation<br>Mama – you ain't heard nothing yet!<br>By Jef Staes, <a href="http://www.jefstaes.com">www.jefstaes.com</a> |
| 17:20 – 17:40 | ROOM 6 | Closure by the itSMF Belgium Team   |

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| 17:40 – 19:00 | Networking Cocktail in the Exhibition area |  |
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