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Leadership leads the way

Speaker : Eddy Peters
Senior ITSM Consultant
CTG

Title of the presentation : A journey towards a pragmatic service organisation

Summary of the presentation : GSK Biologicals is a multinational pharmaceutical company developing vaccines, with 12.000 employees and HQ in Rixensart. In 3 years time, their IT operation department evolved from a technology driven to a service driven support model. The Greenfield situation provided the unique opportunity to implement a Service Management approach using both ITIL V3 Service Life Cycle components and processes to jumpstart into a successful Service Management track. This presentation takes you on a journey how the ideas were developed, how Service Management became part of IT Operation and most of all, how this provided value to the GSK community.

A group of hikers with backpacks and poles are ascending a steep, snow-covered mountain slope under a clear blue sky. The hikers are in the foreground and middle ground, moving away from the viewer.

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