

itSMF BELGIUM ANNUAL CONFERENCE 2011
17 MARCH 2011 – METROPOLIS ANTWERP

Leadership leads the way

Speaker : Sven Kolb, Business Unit Manager, USU AG

Title of the presentation : 7x24 - Follow the sun

Summary of the presentation :

Implementing Knowledge Databases for Incident and Problem Management
Best Practices for the worldwide support of knowledge-intensive processes in service centers.

A group of hikers with backpacks and trekking poles are ascending a steep, snow-covered mountain slope under a clear blue sky. The hiker in the foreground is seen from behind, leading the group.

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