

itSMF BELGIUM ANNUAL CONFERENCE 2011  
17 MARCH 2011 – METROPOLIS ANTWERP

# Leadership leads the way

**Speaker :** Jens Helstrup, Head of Technology Office, Rubik Solutions

**Title of the presentation :** itSMF survey: ITIL in the cloud

**Summary of the presentation :**

Rubik Solutions presents the result of the itSMF Cloud Survey and elaborates on how IT Service Management and ITIL processes can be moved to the Cloud using technologies from Troux Technologies, Service-now & HP. The disciplines covered are Strategic IT Planning, IT Service Management and Operations Management.

A group of hikers is seen from behind, ascending a steep, snow-covered mountain slope under a clear blue sky. The hikers are wearing backpacks and using trekking poles.

Leadership  
leads the way