

MONDAY 8th NOVEMBER 2010

Registration
Opens at 8am

Conference opening – Barry Corless & Keith Aldis
09.30 – 09.40am

Conference opening keynote – Sir Ranulph Fiennes
Champagne Suite
09.40 – 10.30am

Coffee break in the Exhibition Hall & **How to get the best from your conference session**
10.30 – 11.00 am

Session 1 11.00-11.40am	<i>Using ITIL to achieve IT savings</i> John Windebank Oracle <i>Reducing cost through ITSM</i> Gen	<i>ISO/IEC 20000 the next generation</i> Lynda Cooper <i>ISO/IEC 20000</i> Prac	<i>Free your staff and service improvement will follow</i> Peter Johnson Fairday Research Limited <i>CSI, Innovation & staff</i> Fund	<i>IT Skills at the Frontiers</i> Ben Grinnell UK Border Agency <i>Bulding teams with SFIA</i> Gen	Experiential learning session
Session 2 11.50-12.30pm	<i>Change Management, a voyage of discovery</i> Mal Young UK Land Registry <i>Change Management</i> Prac	SPONSOR SESSION	<i>What should my capacity plan contain?</i> Danny Quilton Capacitas <i>Capacity Management</i> Prac	<i>Once more with feeling – using ISO/IEC 38500 to get senior management buy in</i> James Finister <i>IT Governance & ISO/IEC 38500</i> Gen	
Lunch in the Exhibition Hall 12.30 – 1.30pm					
Project of the Year presentations 1.30 – 2.20pm					
Session 3 2.30-3.10pm	<i>Keeping the beer flowing – change to an outsourced model</i> Kathy Mcfadzean Heineken UK Limited <i>Outsourcing & organisational change management</i> Prac	<i>CSI – who has got the torch</i> Dave Jones Pink Elephant <i>CSI</i> Fund	<i>I can see clearly now – working towards ITSM best practice in a changing enviroment</i> Giulio Tedeschi Belron International <i>Maintaining service excellence & beginning ISO/IEC 20000</i> Fund	<i>Introducing Compulsory Change Management in a climate of resistance</i> Paul Scott, Bank of England <i>Change Management</i> Prac	Panel Sessions
Session 4 3.20-4.00pm	SPONSOR SESSION	<i>Save time and money with “DIY process assessment methodology”</i> Ian Macdonald Co-Op Financial <i>Process assessment</i> Prac	<i>Service Transition for the internet age</i> Alistair Provan GCHQ <i>Service Transition</i> Fund	<i>Professionalism in IT SM</i> ISM <i>Personal Development</i> Gen	

Tea break in the Exhibition Hall 4.00 – 4.30pm					
Session 5 4.30-5.10pm	<i>Getting VFM from Green ICT in Government</i> Bob Crooks Defra <i>Cost savings & sustainability</i> Prac	CMMI-SVC or ITIL. Which one or both? Derek Glen Compita <i>CSI with different best practice methodologies</i> Fund	FORRESTER SESSION	<i>Professionalism in ITSM</i> ISM <i>Personal Development</i> Gen	<i>To infinity and beyond? The power of the service design package</i> Kevin Holland, NHS <i>Service Design & Transition</i> Fund
ISM AGM – 5.20 – 5.50pm					
Exhibition hall closes 6.30pm					
Drinks reception – Chablis Suite 7.00 - 8.00pm					
Awards Dinner 8.00pm until late					

TUESDAY 9th NOVEMBER 2010

Registration Opens at 8.30am					
FORRESTER PLENARY James Staten, Principal Analyst The Cloud Computing Conundrum: Business agility at the cost of IT process efficiency? 09.00 – 09.50 am					
Session 1 10.00-10.40am	Merging ITIL, building teams – the Thomson Reuters merger and beyond Roger Bennett Thomson Reuters <i>Organisational Change Management</i> Prac	<i>Utilizing Toyota Business practices for CSI</i> Dave Howard Toyota <i>CSI</i> Fund	<i>The ITIL Cooper test – maturity assessment in 12 minutes</i> Ben Kalland Tieturi <i>ITIL Maturity assessment</i> Fund	<i>You can't do this alone- helping your customers play their part</i> Ivor Macfarlane IBM <i>Customer & business integration</i> Gen	<i>Implementing a successful Service Catalogue – Colin Rudd</i> <i>SLM/Service Catalogue</i> Fund
Session 2 10.50-11.30pm	<i>AXA's trials, tribulations and triumph of end-to-end Service Reporting</i> Paul King, AXA <i>Service reporting</i> Fund	<i>Driving IT and Business Integration with Service Portfolio Management (SPM)</i> Rob Stroud, CA <i>Service Portfolio Management</i> Prac	SPONSOR SESSION	<i>The right capability at the right place and the right time...</i> Daryl Beck Unilever <i>SFIA & Managing capability</i> Gen	<i>RAGS to Riches – the secrets to great Problem solving</i> Vawns Guest & Steve Straker CGI ISMC (U.K.) Limited & Fujitsu Services <i>Problem Management</i> Prac
Coffee Break in the Exhibition Hall 11.30 – 12.00 noon					

Session 3 12.00-12.40pm	SPONSOR SESSION	<i>ISO/IEC 20000 Its about improvement, not perfection</i> Robert Humphrey CSC <i>ISO/IEC 20000</i> <i>Gen</i>	<i>IT Service Management in a constrained environment- 10 steps to deal with tightening IT budgets</i> David Woof Deloitte <i>Cost reduction & service quality</i> <i>Prac</i>	<i>Being human, behavioural good practices</i> Jo Johns Marval <i>Continual Human Improvement</i> <i>Gen</i>	<i>Continuous organisational transformation – Heather Stebbings</i> <i>Organisational Change</i> <i>Gen</i>
Lunch in the Exhibition Hall 12.40 – 2.00 pm UK AGM 1-2pm					
Session 4 2.00-2.40pm	<i>It'll never fly.....or will it?Virgin's story of Service Management</i> Lara Osgood & Carl Chambers Virgin Atlantic Airways <i>IT Service Delivery excellence</i> <i>Prac</i>	SPONSOR SESSION	<i>By accident or design? Reducing the organisational carbon footprint through CSI</i> Paul Brayford Audit Commission <i>Sustainability in ITSM</i> <i>Prac</i>	<i>IT Service Management in Education, from Product to Praxis</i> Sandra Whittleston University of Bolton <i>ITSM & Further Education</i> <i>Gen</i>	<i>Experiential learning session</i>
Session 5 2.50-3.30pm	<i>Key tactics for cost viability</i> Prashanth Prabhakara Infosys Technologies <i>IT Financial Management</i> <i>Gen</i>	<i>Adding value through better internal reviews</i> Adam Poppleton BrightOak Consultancy <i>Internal ITSM reviews</i> <i>Fund</i>	<i>Providing Global Service Management using the Service Information Database</i> Gillian Hughes, Standard Life <i>Managing ITSM & IT Governance centrally</i> <i>Prac</i>	<i>How people learn</i> Maarten Bordewijk Geotronics Nederland BV <i>Learning & people development</i> <i>Gen</i>	
Conference review – Don Page, itSMF UK Events ESC Chair 3.45 – 3.55pm					
Conference closing keynote – Sharon Taylor 3.55 – 4.25pm					
Chairman's closing remarks – Barry Corless 4.25 – 4.45pm					

Colour Key for session themes:

People – pink

Lesson learned – blue

CSI – green

Tips & Techniques – Yellow

Back to basics – orange

Interactive - white

Session codes for presentation level

Gen – General session

Prac – Practitioner session

Fund – Fundamentals session

Post Conference training schedule -

WEDNESDAY 10th NOVEMBER 2010			
<p>Post Conference training <i>COBITIL - Using COBIT and ITIL together for Service Provision and Improvement</i> Peter Hubbard – Pink Elephant 3 day course</p>	<p>Post Conference training <i>Capacity Planning and Management Processes</i> Andy Bolton – Capacitas 2 day course</p>	<p>Post Conference training <i>Service Catalogue Strategy Workshop</i> Brian Hendry - Axios Systems 1 day course</p>	<p>Post Conference training <i>COBIT Foundation</i> Vernon Lloyd – Fox IT 2 day course</p>
THURSDAY 11th NOVEMBER 2010			
<p>Post Conference training <i>COBITIL - Using COBIT and ITIL together for Service Provision and Improvement</i> Peter Hubbard – Pink Elephant 3 day course</p>	<p>Post Conference training <i>Capacity Planning and Management Processes</i> Andy Bolton – Capacitas 2 day course</p>	<p>Post Conference training <i>Service Level Agreements - A key to management of expectations and service delivery</i> Christian F. Nissen – CFN People 2 day course</p>	<p>Post Conference training <i>COBIT Foundation</i> Vernon Lloyd – Fox IT 2 day course</p>
FRIDAY 12th NOVEMBER 2010			
<p>Post Conference training <i>COBITIL - Using COBIT and ITIL together for Service Provision and Improvement</i> Peter Hubbard – Pink Elephant 3 day course</p>	<p>Post Conference training <i>ITIL Service Management Executive Overview</i> Michelle Hales – ConnectSphere 1 day course</p>	<p>Post Conference training <i>Service Level Agreements - A key to management of expectations and service delivery</i> Christian F. Nissen – CFN People 2 day course</p>	

Colour key for training length:

Blue – 3 day course

Yellow – 2 day course

Pink – 1 day course