MONDAY 18TH NOVEMBER

09:00 - 09:45
Conference Opening – Martin Neville, itSMF UK Chair

09:45 - 10:30
Opening Keynote – If not now, when? Greg Sears, MBE

10:30 - 10:45
itSMF UK Operations Update – Graham McDonald and Mark Lillycrop, itSMF UK

10:45 - 11:15
Refreshments, Exhibition and Networking (Exhibition Hall)

11:15 - 12:00
Track 1
Topic: Incident Management
- Incident Management: What we need to learn from the Aviation Industry to avoid Human Error
  Ian MacDonald, Edenfield IT Consulting

Topic: Knowledge Management
- Knowledge Management is No Longer a “Nice to Have”
  Laura Lockley & Chris Buttersworth, UpCloud Software

Topic: Service Integration
- Getting out of the way – the storm clouds are coming
  Tony Price, Virtual Clergy

Topic: Skills and Professionalism
- An Introduction to being a Service Architect
  Claire Drakes, Fujitsu Services Ltd

12:00 - 12:45
Track 2
Topic: IT Crash Investigation – no room for learning?
- Towards Everything-as-a-Service and the Rise of the Chief Service Officer
  Andrew Vermes, Kepner Tregoe Ltd

Topic: Service Integration
- Vendor Management – Shaken not stirred
  Andrea K, Deloitte

Topic: Skills and Professionalism
- Soft Skills - A Tool for Improving Customer Satisfaction
  ViolatAsia, Capacetas Solutions

12:45 - 14:00
Lunch, Exhibition & Networking

13:15 - 13:45
Track 3
Topic: Configuration Management
- Using SAM to Create & Maintain your CMDB
  Rory Caravane, SAM Charter

Topic: Agile ITSM
- Enterprise Agility – In SAFe hands?
  James Finsterl, TCS

Topic: Service Integration
- Value-driven service management in hybrid cloud environments
  Nicola Reeves & Raj Majhi, NPE

Topic: Skills and Professionalism
- Four Schools of Management
  John Black, Johnson & Johnson

14:00 - 14:45
14:45 - 15:30
CMDB - Nothing to Everything
- Coaching and Agile Service Management: Building Capability in Autonomous Teams
  Craig Ridley & Peter Wool, Bank of England

- The Importance of Integration in a Digital Age
  Andy Hall & John Murray, OVO Energy

- IT Resiliency - Protecting the past for the future
  Mark Haywood & Ash Townsend, Perspectium

- The Importance of Integration in a Digital Age
  Mark Haywood & Ash Townsend, Perspectium

15:30 - 16:00
Refreshments, Exhibition & Networking

16:00 - 16:45
Track 4
Topic: AI and DevOps
- Al Bias and other Ethical Challenges we need to Address
  Kamer Kau, Mindbridge

- How Agile helps us make time for Transformation
  Spencer Arnold & Hayley Butler, HM Land Registry

- GOLD SPONSOR
  Securely automating Service Management - the hidden risks and how to fix them
  Mark Warren, Osirion

- Upskilling to become the Service Delivery Manager of the Future
  Dav Penner & Jason Kennard, BAE Systems Applied Intelligence

16:45 - 17:30
ITIL invented DevOps and I can prove it...
- Who Am I Now?: Rediscovering my Value in an Agile World
  Brian Johnson, ASL/BiSL Foundation

- The Client & Me: Effective Service Delivery for MSPs
  Samantha Grant Young, The Economist Group

- 2019 CCC Digital Skills Survey, What does it mean for you?
  Sez Nul, Digital Craftsmen

- Mark O’Leary, Cloud Credential Council

17:30 - 19:00
Informal Drinks Reception in the Exhibition Hall

19:00 - 21:30
ITSM19 Awards, Dinner & Entertainment

TUESDAY 19TH NOVEMBER

08:30 - 09:00
Refreshments, Exhibition & Networking

09:00 - 09:30
Continuing the evolution of ITIL: Developing ITIL 4 Managing Professional and Strategic Leader,
Ashray Anand, AXELOS

09:30 - 10:25
Service Management Room 1D - Interactive discussion session

10:30 - 11:15
Track 1
Topic: Agile ITSM
- Aligning Service Management with an Enterprise Agile Service Delivery
  Richard Wilson, BJSS

Topic: Service Management Meets Digital
- Co-op Digital

Topic: VeriSM Management Mesh - early adoption stories

11:15 - 11:30
Track 2
Topic: Artificial Intelligence
- Service Management Meets Digital
  Richard Wilson, BJSS

- Co-op Digital

- VeriSM Management Mesh - early adoption stories

11:30 - 12:15
12:15 - 13:00
Track 3
Topic: Digital Transformation
- Improving Continual Improvement at Vocadrim Mastercard
  Clare McAleese, Vocadrim Mastercard

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13:00 - 14:00
Lunch, Exhibition & Networking

13:30 - 14:30
14:00 - 14:45
Track 4
Topic: Artificial Intelligence
- Delivering Evolved ITSM Services to a Risk Adverse Public Sector
  Stacie Harbin, Block

- CSI and ITSM Tool Implementation, success or failure?
  Paula Childers, Independent

14:45 - 15:30
Topic: Digital Transformation
- The Rising Necessity for Automation and AI in IT Services – and where to start with it
  Riaan van Rijswijk, TOPdesk

- Change Control in a DevOps World
  Vassos Murphy, ITSM Tools

15:30 - 16:15
Closing Keynote – David Wheable & Duncan Watkins, Forrester Research

16:15 - 16:30
Conference Close – Martin Neville, Chair itSMF UK

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