

MONDAY 18TH NOVEMBER

09:30 - 09:45	Conference Opening – Martin Neville, itSMF UK Chair			
09:45 - 10:30	Opening Keynote – ‘If not now, when?’ Greg Searle 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)			
Track	Track 1	Track 2	Track 3	Track 4
Topic	Incident Management	Knowledge Management	Service Integration	Skills and Professionalism
11:15 - 12:00	IT Crash Investigation - What we need to learn from the Aviation Industry to avoid Human Error Ian MacDonald, Edenfield IT Consulting	Knowledge Management is No Longer a “Nice to Have” Laura Lockley & Chris Butterworth, Upland Software	Get out of the way - the storm clouds are coming Tony Price, Virtual Clarity	An Introduction to being a Service Architect Claire Drake, Fujitsu Services Ltd
12:00 - 12:45	Post Incident Reviews - no room for learning? Andrew Vermes, Kepner Tregoe Ltd	Towards Everything-as-a-Service and the Rise of the Chief Service Officer Johann Diaz, End to End Service	Vendor Management – Shaken not stirred Andrea Kis, Deloitte	Soft Skills - A Tool for Improving Customer Satisfaction Viola Atey, Capacitas Solutions
12:45 - 14:00	Lunch, Exhibition & Networking			13:15 - 13:45 Corporate Member Forum
Track	Track 1	Track 2	Track 3	Track 4
Topic	Configuration Management	Agile ITSM	Service Integration	Skills and Professionalism
14:00 - 14:45	Using SAM to Create & Maintain your CMDB Rory Canavan, SAM Charter	Enterprise Agility – In SAFe hands? James Finister, TCS	Value-driven service management in hybrid cloud environments Nicola Reeves & Raj Mistry, HPE	Four Schools of Management John Black, Johnson & Johnson
14:45 - 15:30	CMDB - Nothing to Everything Craig Ridley & Peter Wood, Bank of England	Coaching and Agile Service Management: Building Capability in Autonomous Teams Andy Hall & John Munday, OVO Energy	GOLD SPONSOR The Importance of Integration in a Digital Age Mark Haywood & Ash Townsend, Perspectium	IT Resiliency - Protecting the past for the future Paul Love, ITSCMA
15:30 - 16:00	Refreshments, Exhibition & Networking			
Track	Track 1	Track 2	Track 3	Track 4
Topic	AI and DevOps	Agile ITSM	Service Integration	Skills and Professionalism
16:00 - 16:45	AI Bias and other Ethical Challenges we need to Address Kaimar Karu, Mindbridge	How Agile helped us make time for Transformation Spenser Arnold & Hayley Butler, HM Land Registry	GOLD SPONSOR Securely automating Service Management - the hidden risks and how to fix them Mark Warren, Osirium	Upskilling to become the Service Delivery Manager of the Future Dav Panesar & Jason Kenward, BAE Systems Applied Intelligence
16:45 - 17:30	ITIL invented DevOps and I can prove it... Brian Johnson, ASL/BiSL Foundation	Who Am I Now?: Rediscovering my Value in an Agile World Samantha Grant Young, The Economist Group	The Client & Me: Effective Service Delivery for MSPs Sej Naul, Digital Craftmen	2019 CCC Digital Skills Survey. What does it mean for you? Mark O’Loughlin, Cloud Credential Council
17:30 - 19:00	Informal Drinks Reception in the Exhibition Hall			
19:00 - 22:30	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, Akshay Anand, AXELOS			
09:30 - 10:25	Service Management Room 101 - Interactive discussion session			
Track	Track 1	Track 2	Track 3	Track 4
Topic	Agile ITSM	ITIL Experience	Artificial Intelligence	SLA to XLA
10:30 - 11:15	ITIL and SAFe - Friend or Foe? Barry Corless, Global Knowledge	ITIL 3 - ITIL 4 - Our Journey Nargis Mirza & Nicola Gibson, Home Office	Democratising Technology: giving end users control of their own AI systems Dan Leighton, Agilis Ai	What's your score? How to quantify end-user experience to drive real business value David D'Agostino, Nextthink
11:15 - 11:30	Refreshments, Exhibition & Networking			
Track	Track 1	Track 2	Track 3	Track 4
Topic	Agile ITSM	Customer Experience	Continual Improvement	Skills and Wellbeing
11:30 - 12:15	Aligning Service Management with an Enterprise Agile Service Delivery Richard Wilson, BJSS	Service Management Meets Digital Steven Allcock & Sundeep Singh, Co-op Digital	VeriSM Management Mesh - early adoption stories Steve Leach, Cloud Gateway & Scott Standen, European Central Bank	MENTAL HEALTH FIRST AID – AWARENESS IN THE WORKPLACE Rosemary Gurney, itSMF UK
12:15 - 13:00	Jump Starting Financial Management with Agile & Lean Nik Laskaris, Independent	Customer Driven Service Desk – why and how? Sami Kallio, Happy Signals	Improving Continual Improvement at Vocalink Mastercard Clare McAleese, Vocalink Mastercard	
13:00 - 14:00	Lunch, Exhibition & Networking			13:15 - 13:45 ITIL 4: Ask the Authors
Track	Track 1	Track 2	Track 3	Track 4
Topic	Agile ITSM	Artificial Intelligence	Digital Transformation	Digital Transformation
14:00 - 14:45	Delivering Evolved ITSM Services to a Risk Adverse Public Sector Stacie Hardin, Block	The Rising Necessity for Automation and AI in IT Services – and where to start with it Roeland van Rijswijk, TOPdesk	Service Desk Digitalization Journey Elvinas Didika & Erika Dapkiene, Danske Bank	Trans4Mation for Dummies Paul Wilkinson, GamingWorks
14:45 - 15:30	Providing an Agile Service Desk in the Cloud Andrew Hardwick, Arcadis	CSI and ITSM Tool Implementation, success or failure? Paula Määttänen, Independent	Change Control in a DevOps World Vawns Murphy, ITSM Tools	SIAM in an ITIL 4 Context Andrew Turner and Richard Oliver, SIAM SIG
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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