

AGENDA

Monday 16th November 2020

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08.30 – 08.50	Conference Welcome & Opening	
	TRACK 1	TRACK 2
09.00 – 09.40	ITIL 4 - the architects' view	A certificate! That will solve all our problems
09.50 – 10.30	A discussion with ITIL luminaries Barclay Rae, Stuart Rance, Mark Smalley, Lou Hunnebeck, David Cannon, Roman Jouralev and Erika Flora	Paul Wilkinson, Gaming Works How to get the CFO to fund your IT technology vision Johann Diaz, Serviceware SE
10.40 – 11.20	Not aligned to the business, part of the company Martin Rushent, Liverpool Victoria Friendly Society	SPONSOR SESSION HPE
11.30 – 12.10	Customer experience in Openreach - the dawn of a new era Carla Thomas, Openreach	Managing the remote IT estate with the Intel vPro® platform Jeff Kilford & Stuart Dommatt, Intel
12.20 – 13.00	Client reviews: managing the value conduit Sej Naul, Digital Craftsmen	The ultimate mashup: merging DevOps with ITSM Rob Akershoek, The Open Group/Fruition Partners
13.10 – 13.50	Dev & Ops - it's not a zero-sum game! Sundeep Singh, Co-Op Digital	Mental health - supporting colleagues in the workplace Rosemary Gurney, Global Knowledge & Claire Drake, Fujitsu
14.00 – 14.40	Developing communities of practice for itsSMF UK members Claire Burn, Mark Burgess, Cristan Massey, Richard Oliver, itsSMF UK Group Chairs	Experience excellence: How XLAs navigate service management through change and complexity Dave D'Agostino, Nextthink
14.50 – 15.30	The most important measurement in IT Scott Gamble, Skanska UK	Need to connect the enterprise with service delivery? Exploit the Management Mesh! Suzanne van Hove, IFDC
15.40 – 16.20	How Danske Bank implemented service delivery Jenni Bach, Danske Bank	Military major incident management Cristan Massey, IT Lab
16.30 – 17.10	Value co-creation through active collaboration between stakeholders. Is your organization ready to transform? Claudio Pastori, European Central Bank	Using industry frameworks to accelerate automation and systems development Adam Poppleton, BrightOak Consultancy
17.20 – 18.00	Learnings from 2M end-user feedback and benefits of XLAs Sami Kallio, HappySignals	A look at the big picture – transforming digital in the modern era Sumit De and Hannah Price, TopDesk
18.00	Conference Close	

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09.00 – 09.40	Making sweet music: the orchestral culture of SIAM Ian Thomas, True North Service Management	Why are other countries more successful than the UK at adopting standards in ITSM? Don Page and Friends, Marval
09.50 – 10.30	Mental rehearsal... visualizing failure to ensure that you are ready and prepared Ian MacDonald, Edenfield IT Consulting	Is this the end of ITIL? No, it's the end-to-end of ITIL! Paul Wilkinson, Gaming Works
10.40 – 11.20	Using ITIL to support the Royal Navy's new frigate Simon Scannell, BAE Systems	What types of tools can you use to support services in the cloud Richard Wilson, BJSS
11.30 – 12.10	Evolving problem management in an ever-changing IT world Stephen Conway, DWP	To succeed with customer experience, you need a functional ecosystem Milla Kuosmanen, Efecte Finland Oy
12.20 – 13.30	ITSM2020 AWARDS	
13.40 – 14.20	Evolving service management for digital transformation with a focus on value Clare McAleese, Vocalink	A coach needs more than four wheels Andrew Vermes, Kepner Tregoe
14.30 – 15.10	Keeping your ITSM platform to yourself? Make the platform and practices work across the Enterprise Mark Temple, University of Glasgow	Supporting hybrid IT with ITSM Liz Beavers, Solar Winds
15.20 – 16.00	Customer/employee experience - how can I help? Mark Bewick & Neville Hughes, Refinitiv	Development ideas journey – flow from ideas to operation Paula Määttänen, itSMF Finland
16.10 – 16.50	From change management to change enablement: an agile journey Christian Cooper & James Sheppard, Home Office	ITIL4: start where you are! Akshay Anand, AXELOS
17.00 – 17.40	Attract, develop and retain your top tech talent Matthew Burrows, SkillsTx	Discover your uniqueness, increase your value Ken Wendle, Edify ITSM
17.50	Conference Close	

ATTENDANCE FEES

Two-day conference pass and exhibition: £375.00 (non-member £475)

One-day conference pass and exhibition: £195.00 (non-member £295)

All prices exclude VAT

FREQUENTLY ASKED QUESTIONS

Are there any technical requirements for joining ITSM2020?

You can join ITSM2020 with any browser, such as recent versions of Google Chrome, Opera, Safari and Mozilla Firefox. If using Microsoft Edge, this must be the [latest version](#).

Can I attend any session?

Yes, once [registered as a delegate](#), you can attend any session in either track. There is also ample time between scheduled sessions for networking breaks and to visit the virtual exhibition and awards area.

Can I ask questions?

Yes, most speakers will be available for questions, either during the session or immediately afterwards. Further guidance will be given in each presentation.