ChangeGroup - CIO and IT Director Seminar - 6 February 2014

INCREASED TRANSPARENCY AND IMPROVED COST-EFFECTIVENESS

Join our free seminar and learn how you can quickly implement IT Service Management with few resources - and achieve immediate success by increasing the transparency and cost-effectiveness of your IT operations.

As technological innovations disrupt industries and market environments on a daily basis, more companies face the scenario of operating in highly dynamic and fluid markets. This has a major influence on the management of IT, as it increases the need to possess strong dynamic capabilities to adapt to continuously shifting market conditions and business needs while still supporting corporate strategy. IT Service Management has become vital to winning this race, and continuously providing fast and consistent IT service to the entire organisation, while at the same time satisfying the needs of IT-users for new services and solutions.

We invite you to join us for an intensive half-day seminar, where you will receive actionable guidance from three keynote speakers on how to successfully implement IT Service Management in your organisation.

Our CIO and IT Director seminar takes place on 6 February 2014. The doors open at 8:30 am and we finish around 11:30 am.

Key takeaways:

- Make IT support better, faster and more cost-effective
- Learn to orchestrate organisational implementation of IT Service Management
- Experience how DAMCO (part of the A.P. Moller - Maersk Group) manages to provide IT support to its 35,000 users with a staff of only 35
- Gain from proven 'best practice' IT Service Management methods and processes
- Explore the future of IT Service Management

Programme

08:30 - 08:55 am	Brunch
08:55 - 09:00 am	Welcome by ChangeGroup
09:00 - 09:30 am	Peter Holmberg, Director of IT Service Management, DAMCO Peter Holmberg shares a captivating case about how he orchestrated the implementation of IT Service Management in only 5 months with limited resources.
09:30 - 09:45 am	Break
09:45 - 10:15 am	Peter Ravnholt, Senior IT Management Consultant, ChangeGroup Peter Ravnholt presents 'best practice' management methods and tool kits for implementing IT Service Management.
10:15 - 10:30 am	Break
10:30 - 11:00 am	Søren Lynggaard, Solutions Consultant, ServiceNow Søren Lynggaard takes you through the evolution and future direction of IT Service Management.
11:00 - 11:30 am	Networking - exchange ITSM experience with peers

Registration	Registration no later than 24 January 2014. Registration is free and on a first come, first served basis.
Contact	For registration, please contact Lisbeth Rokkedahl at email: lr@changegroup.dk. For questions regarding the seminar, please contact Ralf Hollander on mobile: (+45) 3116 7308.
Date	6 February 2014, 8:30-11:30 am.
Location	IDA Mødecenter, Kalvebod Brygge 31-33, 1780 Copenhagen V.
Parking	IDA Mødecenter offers parking for DKK 18.00 per hour.