

PRE-CONFERENCE WORKSHOPS

MANDAG 6. MARS

14:00-16:30	How to think like a customer for IT professionals. Greg Sanker	What are the biggest service management challenges and their solutions? Colin Rudd, Mr, IT Enterprise Management Services Ltd. og Signe Marie Hernes Bjerke, Teambyggerne AS	SIAM implementation lessons learned. Kevin Holland	How to Write a Strategy. David Wheable and David Cannon, Forrester	The Knowledge-Centered Support Adoption Roadmap: Effective Design and Implementation of the KCS Methodologie - part 1 Julie Mohr	Applying the Risk Process in the real world through the use of scenarios - part 1 Mark Thomas	The Phoenix Project. Helge Rognlien og Kristian Spilhaug, Sopra Steria	Presentasjons-teknikk – hvordan å få gjennomslag hos sjefene. Vibeke Holtskog
16:30-17:00	Pause							
17:00-19:30	Scenario based learning – experience how Incident and Problem Management can indeed work hand in hand. Stefan Brahmer, Head of Sales / Partner and Thomas Fejfer, CEO, Sim4People ApS	5 steps to build a high performance team Signe-Marie Hernes Bjerke, Teambyggerne AS	Service Cost Transparency – made simple. Michael Busch, Dipl. Informatiker, MSc	Service Onboarding – challenging but within reach. Lise Dall Eriksen, Senior Consultant, BlueHat P/S og Nelli Serifovski, Senior Process Manager, NNIT A/S	The Knowledge-Centered Support Adoption Roadmap: Effective Design and Implementation of the KCS Methodologie - part 2 Julie Mohr	Applying the Risk Process in the real world through the use of scenarios - part 2 Mark Thomas, President, Escoute		
19:30	Middag i restauranten							
	Vi tar forbehold om antall påmeldinger til hver workshop							

TIRSDAG 7. MARS

07:30-09:30	Registrering				
07:30-09:30	Morgenkaffe i utstillingsområdet – Baristacafé er åpen				
	Plenumsesjon i Luftrommet				
09:30-09:40	Velkommen til konferansen! Karl-Henning Rørstad, styreleder, itSMF Norge				
09:40-10:30	A Lifetime of Service – 50 years in IT. Colin Rudd, Mr, IT Enterprise Management Services Ltd.				
10:30-11:20	Magnus Lindqvist				
11:20-12:50	Lunsj i restauranten og utstillingsbesøk				
	Luftrommet 1	Luftrommet 2	Luftrommet 3	Terminal 1-2-3	Leverandørspor:
	Trender og nyheter	Service Management for nybegynner	Service Management utenfor IT	Styring av leverandører (SIAM)	Hvert foredrag varer i 20 min
12:50-13:30	IT process measurement and assessment - from consistent theory to valuable practice. Roman Jouravlev, ITSM Product Development Manager, Axelos	Endringsreisen gjør vondt, men smaker godt senere. Anders Tangen	Modernisering i Veidekke. Ola Grumstad, CIO, Veidekke	Introduction to SIAM. Kevin Holland	(kl 12:50-13:10) Robotene kommer – også til ITSMF Mathias Møller Laugesen, Team Lead, Senior Process & Architecture Consultant, Fujitsu (kl 13:10-13:30) SIAM - Get With It Or Get Left Behind! Suzanne Galletly, Head of Portfolio & Program Management, EXIN Holding B.V & Andrea Kis, Senior Consultant, North Europe UK (kl 14:20-14:40) 5 viktige tips for å lykkes med self service David Aadne, Country Manager, ComAround Norway
13:40-14:20	Automatisering, nøkkelen til digitalisering. Inge Stenvaag, Leder Syscom Leveranse, Syscom AS	The Industry is Changing. What about your ITSM Programme? David Cannon, Consulting Director, Forrester	Consider using your ITSM tool beyond IT? Do your homework first. Elina Pirjanti, ITSM Consultant Lead, Senior Manager, Cognizant Technology Solutions AG	SIAM og multisourcing i praksis. Hans-Petter Aaneby, CEO / Partner, Optimiseit as	
14:20-15:00	Avoid framework overload – Leveraging multiple best practices in your governance framework ecosystem. Mark Thomas, President, Escoute	Did we really think 10 dedicated Incident Managers would make 400 techies more efficient and effective? Stefan Brahmer, Head of Sales / Partner, Sim4People ApS	IT service management løsning for håndtering av henvendelser fra Trondheim kommunens innbyggere Symfoni ESM	Service Onboarding – challenging but within reach. Lise Dall Eriksen, Senior Consultant, BlueHat P/S og Nelli Serifovski, Senior Process Manager, NNIT	
15:20-15:50	Kaffe/te, kaker og utstillingsbesøk i multiarenaen				
15:50-16:25	Børge Lund, tegner og forteller				
16:25-17:25	Paneldebatt: Hvorfor er det så vanskelig å lykkes med ITSM?			Terminal 4-5: Rountable discussion	
17:45-18:30	Generalforsamling i itSMF Norge i Amfi (Åpen for alle)				
17:25-19:45	Aperitiff i utstillingsområdet				
19:45-22:45	Festmiddag og underholdning i Luftrommet				
22:45-00:00	Dans og vrmling i baren				

ONSDAG 8. MARS

07.30	Baristabaren åpner				
	Luftrommet 1	Luftrommet 2	Luftrommet 3	Terminal 1-2-3	Leverandørspor: Hvert foredrag varer i 20 min
09:00-09:40	Drive self service adoption: Think like a growth hacker. Narain Muralidharan, Freshdesk	Hvordan lykkes med ITIL og CSI – forsøk nr 3. Anita Toftesund, Problem manager og leder av Prosesstyret i Helse Nord IKT og Ragnhild Mellem Arnesen, Config Manager i Helse Nord IKT HF	The Service Desk is Not Enough. Lena Stormvinge, KCS Trainer & Knowledge, Specialist, ComAround	Strategy: Clear and Simple. David Cannon, Consulting Director and David Wheable, Principal Consultant, Forrester	TBA
09:40-10:40	Kaffe/te, kaker og utstillingsbesøk – Baristacafé er åpen				
10:40-11:20	Hvordan lykkes på sikt med endring og etablering av nye prosesser? Ina von Lukas, Seksjonssjef for brukerstøtte og tjenesteeier for tjenesten «Digital kontor», Høgskolen i Oslo og Akershus	Prosessoppstart: fra ubevist inkompetent til bevist inkompetent Rune Vidareid, Prosessrådgiver, Helse Vest IKT	Meldeportalen i Frogn Steinar Svendsen, Web manager Frogn Kommune	Enterprise service management: it's time to share ITSM best practice outside of IT Stephen Mann is Principle Analyst and Content Director at ITSM. tools	(kl 10:40-11:00) På tide å endre OPPLEVELSEN av intern IT! Odd M. Leonhardsen, Senior Solution Consultant, ServiceNow (kl 11:00-11:20) SIAM - Get With It Or Get Left Behind! Robert-Jan Willemsen, Chief Commercial Officer, EXIN Holding B.V (kl. 11:20-11:40) Problemfri servicedesk i skyen, Roy-Thomas Johannessen Grüner og Direktør for Technet AS (kl. 11:40-12:00) Service excellence – what's in it for you? Allan Spelmann, TOPdesk
11:20-12:00	Knowledge sharing – does not make you less important. Paula Määttänen, Cognizant's Infrastructure Services, ITSM Nordic Lead	Firefighter, superwoman or just normal IT manager? Milla Kuosmannen, Justin Group Oy	Stop Acting Like You Work in IT. Kirstie Magowan	Change Management in a DevOps World. Greg Sanker	
12:00-13:45	Lunsj i restauranten og utstillingsbesøk. Baristacafé er åpen. Premiering av konkurranser i utstillingsområdet				
13:45-14:25	CEM Meets ITSM – Managing the Customer Experience within IT Service Management. Julie Mohr	The Process Owner is the Secret Agent! Thorsten Manthey, Senior Consultant, TCS	Service suksess hos Coop Handel Norge. Lise Hugdahl, Leder, Service Management og Kontinuerlig forbedring i COOP Norge Handel	Riding the winds of SIAM. Andrea Kis, Senior Consultant, North Europe UK	(kl 13:45-14:05) Prosser - et sted for læring, Morten Spaniland, Daglig leder, Infocaption AS (kl 14:05 14:25) Service Management Excellence with BMC Software Jon Hall, Principal Product Manager, BMC Software
	Plenumsesjon i Luftrommet				
14:50-15:50	Bruce Dickinson				
15:50-16:00	Hei og takk. Karl-Henning Rørstad, itSMF (Language: Norwegian)				