

Service Management in a Digital World

REGISTER NOW!

Professional Development and Educational Workshop Days | September 30 – October 1, 2019

LOCATION: Centurion Conference and Events, 170 Colonnade Rd., Ottawa ON K2E 7J5

This year's theme is "Service Management in a Digital World". Our tools and technologies have become smarter and more connected to us and each other. Our speakers and workshops this year are focused on:

- Leadership, communications & culture - humans amidst the machines
- ITIL 4 – what's new and what's in it for me?
- All digital all the time – robotics, artificial intelligence (AI), infrastructure support
- Cloud – can it be public and private at the same time?

People, Process and Technology are the cornerstones of ITSM. With the new emphasis on Digital Technologies and the evolution to ITIL 4 under way, these topics and others will be addressed throughout the PD Days. "Adapt or become extinct" is not just empty rhetoric but a reality for businesses and organizations that want to remain relevant today and in the future.

itSMF  **Canada**
Ottawa-Gatineau Branch
www.itsmf.ca

Keynote Speakers:

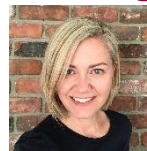


Day 1
Simon Gaiger
AWS Canada



Day 2
Roger Burlton
Process Renewal
Group

Speaking Sessions & Workshops:



Teresa D'Andrea
Treasury Board
Secretariat



John Carter
City of Ottawa



Neal Kushwaha
IMPENDO Inc.



Steve Woodward
Cloud Perspectives



Laszlo Retfalvi
Retfalvi and
Associates



Tracy Finder Trask
Government of
Nova Scotia



Vernon Lloyd
Somerset CC Ltd.



Louie Velocci
KPMG LLC



Claire Picken
Lockheed Martin
Canada



Nicole Conboy
RBC



Miles Faulkner
Blended
Perspectives



Michael Seegar
OBSI

PDD Themes and workshops for 2019 – Stay tuned for more details!

Track 1: Leadership, Communications & Culture

Track 2: ITIL 4 and Process Design

Track 3: All Digital All the Time – Cloud, AI, Infrastructure Support

Workshops:

Our IT Service Management (ITSM) workshops are designed to encourage full participation from attendees. Ideas shared and topics discussed during the ITSM workshops, are intended to be utilized wherever possible within your business or organization.

Stay tuned for more details!

Location:

The 2019 Professional Development Days will be located at:

**Centurion Conference and Events Centre
170 Colonnade Rd.,
Ottawa ON K2E 7J5**

itSMF Canada Membership

We are pleased to have you as part of our 2019 Professional Development Days!

An annual membership includes free admission to our popular monthly breakfasts held the first Thursday of every month at the KPMG office at 150 Elgin Street. Visit our website www.itsmf.ca for more information or contact us at admin@itsmf.ca.

Membership Benefits

- 1. Access the members only section of the web site through a unique login ID and member selected password.*
- 2. Access and download white papers and publications.*
- 3. Share ideas and conduct discussions on topics of common interest with other members.*
- 4. Influence the direction of future ITIL books by participating in the publication of these books.*
- 5. Receive discounts on entrance fees to seminars, workshops and other professional gatherings.*

Contact Us

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Email: lbackman@itsmf.ca

Website: www.itsmf.ca

Pricing:

Member: \$310.75 (\$275 + HST)

Team of 5 Members: \$1356 (\$1200 + HST)

Non-member: \$452 (\$400 + HST)

Team of 5 Non-Members: \$1921 (\$1700 + HST)

Pricing does not include 13% HST

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