

Service Management 2019 Program



Monday 19 August 2019

1730-1930	Welcome Reception <i>Hilton Rooftop, Pool Terrace</i>
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Tuesday 20 August 2019

0730-0830	Light Breakfast with Exhibitors <i>Level 5 Foyer</i>		
0830-0950	Plenary 1 <i>Ballroom A</i>		
0830	itSMF Australia chairman's opening address Bradley Busch		
0840	Boom Time Be Challenged		
0855	The Next Economy Future Crunch		
	Gold Sponsor Interview - Marval Australia		
0950-1020	Morning Tea <i>Level 5 Foyer</i>		
1020-1155	CONCURRENT SESSION 1 <i>Ballroom A</i> Chair: Michelle Major-Goldsmith	CONCURRENT SESSION 2 <i>Ballroom B</i> Chair: Daniel Zmood	CONCURRENT SESSION 3 <i>Redlands and Lockyer Rooms</i> Chair: John Williams
1020	Unleash the resiliator within Karen Ferris	Can IT deliver the '1-click' customer experience? Alan Carnegie, Kenny Little <i>Sponsored by Alemba</i>	AI: The coming disruption to Service Management Dharshun Sridharan
1110	Starting from the beginning: Designing a 5* service across a complex data analytics platform Julie Burke, Vanessa Fardon	Operationalising AI, the new Service Management paradigm Christine McNamara <i>Sponsored by BMC</i>	Got Skills? - The secret sauce of relationship management Tristan Boot
1155-1300	Lunch <i>Level 5 Foyer</i>		
1300-1400	Plenary 2 <i>Ballroom A</i>		
1300	Live Well -It's all about you Rob Edwards		
1405-1435	CONCURRENT SESSION 4 <i>Ballroom A</i> Chair: Jan Lyons	CONCURRENT SESSION 5 <i>Ballroom B</i> Chair: John Williams	CONCURRENT SESSION 6 <i>Redlands and Lockyer Rooms</i> Chair: Simon Dorst
1405	Service Management - A futurists perspective Duncan Troup	Categorisation - How to avoid death by committee Brett Moffett	The magical management mesh 'unwrapped and applied' Michelle Major-Goldsmith
1435-1500	Afternoon Tea <i>Level 5 Foyer</i>		

Streams

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1500-1600	WORKSHOP 1 <i>Ballroom A</i> Chair: Janet Holling	WORKSHOP 2 <i>Ballroom B</i> Chair: Richard Witton-Smith	WORKSHOP 3 <i>Redlands and Lockyer Rooms</i> Chair: Brad Schimmel
1500	Setting goals that really matter Rob Edwards	SIAMEase – Selecting a SIAM ecosystem Simon Dorst, Michelle Major-Goldsmith	A taster of the Phoenix Project DevOps Business Simulation game Harold Peterson
1600-1700	CONCURRENT SESSION 7 <i>Ballroom A</i> Chair: Rachel Seaniger	CONCURRENT SESSION 8 <i>Ballroom B</i> Chair: John Williams	CONCURRENT SESSION 9 <i>Redlands and Lockyer Rooms</i> Chair: Janet Holling
1600	DevOps: quicker, better, cheaper... but not without people and culture Harold Petersen	Drive business service & customer experience transformation Sumit Jha	RAPIDFIRE PRESENTATIONS Tools to turn your support team in to case-closing Ninjas! Brett Moffett Dev in Ops - we may be small... Brad Schimmel Why is the Service Desk failing to deliver Daniel Zmood
1630	Data and analytics driving service transformation in air traffic management Glenn Mackenzie	The importance of Employee Experience (EX) in a data economy Paul Collins	
1700-1800	Day 1 Closing Drinks <i>Level 5 Foyer</i>		
1915-2245	itSMF Australia Gala Awards Dinner <i>Voyager, Kookaburra Showboat Cruises, Eagle Street Pier</i>		

Wednesday 21 August 2019

0830-0935	Plenary 3 <i>Ballroom A</i>		
0830	Rethinking the nature of work in the 4th industrial revolution Kellie King		
0915	Chairman's chat - One-on-one interview Bradley Busch & Wayne Gerard		
0935-1020	CONCURRENT SESSION 10 <i>Ballroom A</i> Chair: Rachel Seaniger	CONCURRENT SESSION 11 <i>Ballroom B</i> Chair: Simon Dorst	CONCURRENT SESSION 12 <i>Redlands and Lockyer Rooms</i> Chair: Wendy Bliss
0935	Conversation - Our first and last UI Mark Chatterton	Can ITIL move out from IT? - It's not a question, it's a must! Katrina Macdermid Sponsored by Axelos	Your auditor - your best friend Ralph Gray
1020-1040	Morning Tea <i>Level 5 Foyer</i>		
1040-1110	Panel Discussion <i>Ballroom A</i>		
1040	Last Year, Next Year, Next Decade <i>Moderator: Harold Petersen</i> <i>Panelists: Aprill Allen, Mark Chatterton, Karen Ferris</i>		

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1115-1215	CONCURRENT SESSION 13 <i>Ballroom A</i> Chair: Michelle Major-Goldsmith	CONCURRENT SESSION 14 <i>Ballroom B</i> Chair: Renee Usher	CONCURRENT SESSION 15 <i>Redlands and Lockyer Rooms</i> Chair: Rachel Seaniger
1115	Service integration is in the house Lee Pearson	How a CMDB can improve service delivery Darren Bourke, Steve Mitchell	“Will you survive beyond 2020?” Low-cost tips to enhance your BCP, whether for IT or organisation-wide Rinske Geerlings
1145	Game of Knowns - techniques to give your agile team the edge in their delivery battles Ben Bassos	The Future of the 24/7 IT Service Desk Katrina Baxter	Zero based budgeting for IT professionals Ian Jones
1215-1315	Lunch <i>Level 5 Foyer</i>		
1315-1445	CONCURRENT SESSION 16 <i>Ballroom A</i> Chair: Harry Powell	CONCURRENT SESSION 17 <i>Ballroom B</i> Chair: Rebecca Scott	CONCURRENT SESSION 18 <i>Redlands and Lockyer Rooms</i> Chair: Jan Lyons
1315	"Be Our Guest" - What lessons you can adopt from the happiest place on earth to supercharge your customer experience Shane Chagpar	Service Management Automation X: The industry's only modern cloud-native intelligent service desk and asset management solution Ashok Prajapati <i>Sponsored by Micro Focus</i>	What is ITIL 4? Rose Dyson
1400	Made for SIAM - an example for a SIAM model Simon Dorst	Operational resilience in remote IT Service Delivery John Williams	IGNITE PRESENTATIONS Ignite Wrangler: Kathryn Howard Breed Barrett, Tristan Booth, Rose Dyson, Ralph Gray, Greg Hinwood, Duncan Troup
1445-1510	Afternoon Tea <i>Level 5 Foyer</i>		
1510-1555	CONCURRENT SESSION 19 <i>Ballroom A</i> Chair: Rebecca Scott	CONCURRENT SESSION 20 <i>Ballroom B</i> Chair: Wendy Bliss	CONCURRENT SESSION 21 <i>Redlands and Lockyer Rooms</i> Chair: Renee Usher
1510	AI & ITSM - how Suncorp's data analytics team applied AI to their internal operations Julie Burke, Sakshee Kohli	Intelligent Swarming SM , AI, KCS [®] - and the future of support Beth Coleman	Destroy the business process paper pathway - Realising benefits beyond IT Daniel Spada
1600-1700	Great Debate <i>Ballroom A</i>		
1600	Chatbots are better than real people Moderator: Kathryn Howard Defence Team: Tristan Boot, Rachel Seaniger, Duncan Troup Affirmative Team: Bradley Busch, Brad Schimmel, Michelle Major-Goldsmith		
1700-1800	Day 2 Closing Drinks <i>Level 5 Foyer</i>		

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