

Preliminary Program

**Program is subject to change*

Streams - The Future is...

Tech, Tools and Totally Cool

The Employee, the Customer, and Wellbeing

Looking Forward, Reflecting Backward

Tuesday 31 August 2021

1730-1930 **Welcome Reception** *Hilton Rooftop, Pool Terrace*

Wednesday 1 September 2021

0830-1000 **Plenary 1**
Ballroom A

Conference welcome

itSMF Australia Chairman's opening address **Brendan Cullen, itSMF**

Keynote: **Gill Hicks** "I survived a terrorist attack - this is what I learnt"

1000-1020 **Morning Tea** *Level 5 Foyer*

1020-1155 **Concurrent Session 1**
Ballroom A
Chair:

Concurrent Session 2
Ballroom B
Chair:

Concurrent Session 3
Redlands and Lockyer Rooms
Chair:

1020 Getting escalations much?
Sam Mackenzie, City of Stonnington

Sponsored by 4ME

ITIL 4 - Can ITIL Move Out From IT?
Katrina Macdermid, KayJayEm Services

1110 **Panel Discussion** - Looking Forward Reflecting Backward

Sponsored Session TBA

Developing yourself as a change leader - how to build a strong foundation of skills grounded in evidence-based practice
Anthony Collins, Cisco

1155-1300 **Lunch** *Level 5 Foyer*

1300-1510	Concurrent Session 4 <i>Ballroom B</i> Chair:	Concurrent Session 5 <i>Ballroom B</i> Chair:	Concurrent Session 6 <i>Redlands and Lockyer Rooms</i> Chair:
1300	A taster of "Marslander": an Agile Service Management Business Simulaton Game Harold Petersen, Fresh Tracks Digital Consulting	Duncan Troup	Taking your Business Continuity Plan (BCP) for a test drive Rinske Geerlings, Business As Usual
1350		How does Intelligent Swarming enable faster, better service delivery? Beth Coleman, CATALYNK Limited	Managing a Service Desk from Home Brett Moffett, Cireson
1440		The customer organisation, instrumental to SIAM success Michelle Major-Goldsmith, Kinetic IT	TBA
15:10-15:30	Afternoon Tea <i>Level 5 Foyer</i>		
1530-1650	Concurrent Session 4 <i>Ballroom A</i> Chair:	Concurrent Session 5 <i>Ballroom B</i> Chair:	Concurrent Session 6 <i>Redlands and Lockyer Rooms</i> Chair:

1530	Panel Discussion - Tech, Tools & Totally Cool	Future of Work is Human - Retrain, Reskill and Redploy Kellie King, Lean Automation	RAPIDFIRE PRESENTATIONS Delivering business value with industry guidance (ITIL4, VeriSM, IT4IT, Cobit) Supratik Dey, Infosys ITSM Consulting from 2 perspectives - Customer and Outsourcers Daniel Zmood, System Pioneers
1620	TBA	TBA	
1650-1800	Day 1 Closing Drinks <i>Level 5 Foyer</i>		
1915-2245	itSMF Australia Gala Awards Dinner <i>City Hall</i>		

Preliminary Program Continued...

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Thursday 2 September 2021

0845-0935	Plenary 3 <i>Ballroom A</i>		
	Welcome Day 2		
	Keynote: Mark Bunn		
1015-1030	Morning Tea <i>Level 5 Foyer</i>		
10:30-12:40	Concurrent Session 10	Concurrent Session 11	Concurrent Session 12
10:30	Customer Journey Workshop Marian den Ouden, TOPdesk	Sponsored Session TBA	Make IT Service Management your super-power and deliver value through automation! Jacintha Mooney, NBN

11:20	The Power of Partnerships - How sharing and understanding can drive success Rachel Seaniger, Fresh Tracks Digital Consulting	Sponsored Session TBA	Digital Service Management @ Unisys, Boldly Going Forward Tony Parsons, Unisys
12:10	Agile CSI - how organisations have finally achieved a cadence and culture that enables co- creation of value Harold Petersen, Fresh Tracks Digital Consulting	SIAM Health Assessment Simon Dorst, Kinetic IT	The Art of Service Design - how to design for success David Buckley, Fresh Tracks Digital Consulting
1240-1345	Lunch <i>Level 5 Foyer</i>		
1345-15:05	Concurrent Session 16 <i>Ballroom A</i> Chair:	Concurrent Session 17 <i>Ballroom B</i> Chair:	Concurrent Session 18 <i>Redlands and Lockyer Rooms</i> Chair:
13:45	A tale in spreading the love and sharing the knowledge across WIFI Carolyn Walker, ASG Group	Peter Tonkin	IGNITE PRESENTATIONS
14:35	How to be more persuasive and engaging Tracey Ward, Talking Genders Pty Ltd	TBA	We applied SRE, here's what happened Brad Schimmel, Dialog Information Technology
15:05-15:30	Afternoon Tea <i>Level 5 Foyer</i>		
15:30-16:05	Concurrent Session 19 <i>Ballroom A</i> Chair:	Concurrent Session 20 <i>Ballroom B</i> Chair:	Concurrent Session 21 <i>Redlands and Lockyer Rooms</i> Chair:
15:30	TBA	The Blueprint for Establishing Psychologically Healthy Workplaces - The Next Generation Workforce Sue Jauncey, Appellon	Troy Latter
16:05	Great Debate		
16:05-16:50	Service Delivery is Better at Home in Pajamas		
16:50-17:00	<i>Conference Close</i>		
1700-1800	Day 2 Closing Drinks <i>Level 5 Foyer</i>		