

# 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

## Monday, 28 March 2022

1730-1900 **Welcome Reception** *Hilton Rooftop, Pool Terrace*

## Day 1 - Tuesday, 29 March 2022

08:30-10:00 **Plenary 1**

Conference welcome

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

**Keynote Speaker | Dr Gill Hicks**

"I survived a terrorist attack - this is what I learnt"

10:00-10:20 **Morning Tea** *Level 5 Foyer*

10:20-11:10 **Panel Discussion**  
Ballroom A

10:20-11:10 **Cyber & Risk Panel - too little, too late or too much**  
**Chair: Shamane Tan**  
Brad Busch - CISO Tyro  
Clayton Brazil - Head of Cybee, Sec WorkCover QLD  
Mark Dergacz - Manager Engineering and Security, RedEye  
David Fairman - CTO Netskope (Cyber Company) and Cyber Venture capital

11:10-11:55 **Concurrent Session 1**  
*Ballroom A*  
Chair: Wayne Scott

**Concurrent Session 2**  
*Ballroom B*  
Chair: Brad Schimmel

**Concurrent Session 3**  
*Ballroom C*  
Chair: Murali Ramakrishnan

11:10-11:55	How are you using your data? Getting the right service outcomes through data <b>Julie Harrap and Vanessa Fardon, Suncorp</b>	<b>Sponsored session - 4me</b> How much do your Services cost you? <b>Stefan Hulls</b>	The Power of Partnerships - How sharing and understanding can drive success <b>Rachel Seaniger, Fresh Tracks Digital Consulting</b>
11:55-13:00	<b>Lunch</b> <i>Level 5 Foyer</i>		
13:00-15:10	<b>Concurrent Session 4</b> <i>Ballroom B</i> Chair: Ian Smith	<b>Concurrent Session 5</b> <i>Ballroom B</i> Chair: Dean Penfold	<b>Concurrent Session 6</b> <i>Ballroom C</i> Chair: David Low
13:00-13:50	A taster of "Marslander": an Agile Service Management Business Simulaton Game <b>Harold Petersen, Fresh Tracks Digital Consulting</b>	<b>Sponsored Session - BMC &amp; Transform Partners</b> Digital & IT Transformation with Intelligent Self-Service, Automation and AI <b>Vishal Choksi, BMC</b> <b>Anu Malhi, Transform Partners</b>	The customer organisation, instrumental to SIAM success <b>Simon Dorst, Kinetic IT</b>
13:50-14:40		Make IT Service Management your super-power and deliver value through automation! <b>Renee Brown, nbn</b>	How does Intelligent Swarming enable faster, better service delivery? <b>Beth Coleman, CATALYNK Limited</b>
14:40-15:10		Why do I need to upgrade my ITIL implementation? How do I approach the upgrade? <b>Rose Dyson</b>	Build a Service Team that can Shine AND Be Kind <b>Duncan Troup, Tingle Tree Group</b>
15:10-15:30	<b>Afternoon Tea</b> <i>Level 5 Foyer</i>		
15:30-16:50	<b>Concurrent Session 7</b> <i>Ballroom A</i> Chair: Ian Smith	<b>Concurrent Session 8</b> <i>Ballroom B</i> Chair: Brad Schimmel	<b>Concurrent Session 9</b> <i>Ballroom C</i> Chair: Carolyn Walker

15:30-16:20	Customer Journey Workshop <b>Dan Brooks, TOPdesk</b>	<b>Sponsored Session - PeopleCert</b> ITIL 4 has been extended! <b>Katrina Macdermid</b>	Taking your Business Continuity Plan (BCP) for a test drive <b>Rinske Geerlings, Business As Usual</b>
16:20-16:50	The modern day cyber leader <b>Shamane Tan, Sekuro</b>	Small business navigating the sea of challenges in a Digital age <b>Peter Tonkin, COVID-19 Quarantine Victoria</b>	The Culture of AMAZING People <b>Ken Geoff, KGM Limited</b>
16:50-18:00	<b>Day 1 Closing Drinks</b> <i>Level 5 Foyer</i>		
19:15-22:45	<b>itSMF Australia Gala Awards Dinner</b> Ithaca Auditorium, Brisbane City Hall Theme: Get Ready To Party! Dress code: After 5		



## Program Continued...

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## Day 2 - Wednesday, 30 March 2022

08:45-10:15	<b>Plenary 3</b>
	Welcome Day 2
08:50-10:00	<b>Keynote   Mark Bunn</b> Achieving your Natural High - high energy. low stress, life balance, work success
10:00-10:30	<b>Morning Tea</b> <i>Level 5 Foyer</i>

10:30-11:20	<b>Keynote</b>		
10:30-11:20	<b>Marval Keynote</b> Cees Bos, CTO, Marval Software The future of Artificial Intelligence and Machine Learning in Service Management		
11:20-12:40	<b>Concurrent Session 10</b> <i>Ballroom A</i> Chair: Feisar Joya	<b>Concurrent Session 11</b> <i>Ballroom B</i> Chair: Chris Kahler	<b>Concurrent Session 12</b> <i>Ballroom C</i> Chair: Peter Tonkin
11:20-12:10	Digital Service Management @ Unisys, Boldly Going Forward <b>Tony Parsons, Unisys</b>	<b>Sponsored Session - Micro Focus</b> Unleash Innovation in Enterprise Service Management <b>Joe Mihaljevic</b>	<b>RAPIDFIRE PRESENTATION 1</b> Delivering business value with industry guidance (ITIL4, VeriSM, IT4IT, Cobit) <b>Supratik Dey, Infosys</b>
12:10 - 12:40	Agile CSI - how organisations have finally achieved a cadence and culture that enables co-creation of value <b>Harold Petersen, Fresh Tracks Digital Consulting</b>	Demystifying ICT architecture – the value add <b>Kevin Davies, Queensland Rail</b>	<b>RAPIDFIRE PRESENTATION 2</b> ITSM Consulting from 2 perspectives - Customer and Outsourcers <b>Daniel Zmood, System Pioneers</b>
1240-1345	<b>Lunch</b> <i>Level 5 Foyer</i>		
1345-15:05	<b>Concurrent Session 13</b> <i>Ballroom A</i> Chair: Vanessa Fardon	<b>Concurrent Session 14</b> <i>Ballroom B</i> Chair: Brendan Cullen	<b>Concurrent Session 15</b> <i>Ballroom C</i> Chair: Ian Smith
13:45-14:35	A tale in spreading the love and sharing the knowledge across WIFI <b>Carolyn Walker, Endeavour Group Limited</b>	<b>Sponsored Session - Freshworks</b> Delivering competitive advantage today <b>Ben Pluznyk</b>	SIAM Health Assessment <b>Simon Dorst, Kinetic IT</b>
14:35-15:05	How to be more persuasive and	Humanising IT ™: Human-centred design	Why your SM needs SRE

	engaging <b>Tracey Ward, Talking Genders Pty Ltd</b>	for IT Service Management <b>Katrina Macdermid, KatrinaM</b>	<b>Brad Schimmel, Dialog Information Technology</b>
15:05-15:30	<b>Afternoon Tea</b> <i>Level 5 Foyer</i>		
15:30-16:05	<b>Concurrent Session 16</b> <i>Ballroom A</i> Chair: Wilma Weaver	<b>Concurrent Session 17</b> <i>Ballroom B</i> Chair: HRH Queen Kathryn of Conference	<b>Concurrent Session 18</b> <i>Ballroom C</i> Chair: David Low
15:30-16:05	The Blueprint for Establishing Psychologically Healthy Workplaces - The Next Generation Workforce <b>Sue Jauncey, Appellon</b>	<b>IGNITE PRESENTATIONS</b> <i>Wrangled by HRH Queen Kathryn of Conference</i> Come and see service management professionals deliver 5 minute "Ignite" presentations, one 15 second slide at a time	The Art of Service Design - how to design for success <b>David Buckley, Fresh Tracks Digital Consulting</b>
16:05-16:50	<b>Great Debate</b> <i>Ballroom A</i>		
16:05-16:50	<b>The Service Management Conference Great Debate 2022</b> <b>Subject: Service Delivery is Better at Home in Pyjamas</b> Presented by HRH Queen Kathryn of Conference Witness the fun, frivolity and possible sheer ridiculousness during <i>the battle of National itSMFA committee members and friends</i> in the For and Against Teams		
16:50-17:00	<i>Conference Close</i>		
17:00-18:00	<b>Day 2 Closing Drinks and Service Management Conference 2023 Location Announcement</b> <i>Level 5 Foyer</i>		