



Conference Roadshow

ACT Q3 Seminar—21st September 2017

The itSMF National Conference celebrated its 20th year in August 2017. This is just a snip it from the packed agenda. If you attended, please come along and discuss some of your highlights and any lowlights for improvement. If you didn't attend, come and sample a couple of great speakers and the subject matter topics, Agile and SIAM.



Michi Tyson

chief idea generator, *agile attitude*

Better—faster—cheaper—agility in a nutshell

During this interactive presentation, you will experience the difference between efficiency and effectiveness and have an opportunity to discuss how an agile delivery framework can help you reduce waste, create better outcomes and delight your customers. Using hands-on activities, we will introduce some of the values and principles underlying an iterative and incremental delivery approach and explore the benefits and potential challenges of introducing agility to your organisation.

Learning outcomes:

- Understand how an agile framework can help you deliver faster, better and cheaper
- Be introduced to 4 values & 12 principles for better delivery
- Appreciate the benefits of agile delivery



Neil Pinkerton

Director of Service Transition, Commonwealth Department

SIAM: let's nail jelly to a tree

Through the eyes of service transition, this session shares ideas and issues within the current landscape and contemporary practice of a maturing large SIAM service integration.

Attend this session to gain:

- An appreciation of the good, the bad and the pitfalls of a large SIAM implementation at an enterprise level
- The gotchas and applicability of Service Management service transition processes across a constantly moving (jelly-like) multi-vendor environment
- That Service Management performance based metrics may not transpose to Service Integration behavioural change in multi-vendor multi-delivery model contracts

This 2 hour, information packed seminar will help you improve your organisations IT Security at all levels.

Michi Tyson—chief idea generator, *agile attitude*

Michi is a business agility coach, learning and change facilitator with a background in project, program and portfolio management. With almost a decade of business transformation experience in Europe and Australia, Michi is passionate about taking Agile beyond IT and combining it with lean management, design thinking and behavioural economics to help leaders and their teams in becoming leaner, meaner and more competitive while creating a culture open to learning and ongoing improvement.

Neil Pinkerton—Director of Service Transition, Commonwealth Department

Neil Pinkerton is the newly appointed Director of Service Transition within a large government department and has responsibilities for the leadership, guidance and management of operational activities and outcomes necessary to ensure the successful transition of new or enhanced ICT Services. Neil can cite many stories over 35 years' experience across a large span of ICT domains, including development, training, consulting, project management, leadership and management. Neil has held many roles in large and small organisations from Digital Equipment Corporation, IBM, Microsoft, Bankwest, and Commonwealth agencies, through to running several small ICT companies. He has several degrees, three children, and started his formal ITIL certification journey in 1999.

- 1.30-2.00pm **Registration**
- 2.00-2.10pm **Welcome & National Update**
Justin Gasparre, itSMF Australia Board Member
- 2.10-2.55pm **Better—faster—cheaper—agility in a nutshell**
Michi Tyson, chief idea generator, agile attitude
- 2.55-3.40pm SIAM: let's nail jelly to a tree
Neil Pinkerton, Director of Service Transition, Commonwealth Dept
- 3.40-4.20pm Networking Session
- 4.20-5.10pm **Conference Panel Discussion**
Michi Tyson, Gary Want, Neil Pinkerton & Justin Gasparre
- 5.10-5.20pm **Sponsor Address & Door Prize—IVANTI**
- 5.20-5.30pm **Closing—Justin Gasparre, itSMF Australia Board Member**

FEES: Members Free

Member Overflow \$65.00

Non-member \$90.00

VENUE: Pacific Suites Canberra, 100 Northbourne Avenue, Canberra

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