



Integrating ITSM and Project Management

How to ensure seamless Service Introduction



A Pink Elephant Seminar

In association with

SMARTSIP

and



Date: Tuesday 8th December

Time: 9.00—16.00 hrs

Venue: De Vere, Canary Wharf

Location: London, E14 4HA

Seminar Overview

A common scenario: “Developers build new applications and services; and the first thing Service Management hear about it is the day before it goes live!”

That doesn't happen anymore.....does it?

So when should Service Management get involved in new projects and services?

How should you be involved?

What questions should you ask?

How can you integrate ITSM with PPM (Project & Portfolio Management)?

How can you reduce Project costs?

In this one-day informative seminar, packed full of practical 'How to' advice, we'll show you how to ensure collaboration and engagement happens at the beginning of the Development Lifecycle. Ensuring ALL requirements are taken into account will enable a smooth, cost effective, fault free Service Introduction process. We'll also show you how to improve the management and control of projects that are introducing new Services and components into the live environment.

How To Book: Call 0118 903 6824

Email: info.europe@pinkelephant.com

The seminar is £195.00 + VAT, however if you are a Service or Project Manager and you bring your opposite counterpart to the event—they can attend for free!

Speakers & Agenda

09.00-09.45

What happened to Project Management in ITIL V3?

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09.45-10.30

A portfolio approach to managing the life cycle from project to service

Brian Johnson, CA

10.30 –10.45

Coffee Break & Networking Opportunity

10.45—11.30

To Infinity and Beyond using the Service Design Package

Kevin Holland, NHS Connecting for Health

11.30 –12.00

ITSM & PM aligned for great Service Introduction!

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12.00– 13.00

Lunch Break & Networking Opportunity

13.00—13.45

One way to get involved in the Project from the start

Malcolm Fry, Fry Consulting

13.45 –14.30

Are Service Introduction Gateways the answer?

Ivan Richardson, SMART-SIP

14.30 –14.45

Coffee Break & Networking Opportunity

14.45—16.00

Optional, Q&A & Tool Demonstrations