

IT SERVICE DELIVERY

FORUM INTERNATIONAL

HOLIDAY INN BRNO, 22. 5. 2014 THE MOST RESPECTED PRACTITIONERS EVENT



Balancing costs, risks and quality of IT Services

Best practices, frameworks, methods, such as ITIL®, COBIT®, ISO/IEC 20000, SFIA, Six Sigma™ are bringing new approaches to IT management, helping organizations quickly adopt valuable collections of good practices followed by many leading companies but also rapidly spreading in smaller organizations across different business lines. Conference SDFI is established to provide vendor neutral platform bringing together IT professionals across business lines and company sizes to share their positive experience with usage of global practices but also offer platform for sharing mistakes which could happen in adoption process.

The conference SDFI was started first in 2012 and is getting year by year more respect and reputation in IT community.

Vision:

To establish a tradition of the most respectable IT event in the Czech Republic in terms of the practical usability of provided information: „The most respected practitioners event“. Speakers from abroad are invited to the conference with the objective of establishing an international forum.

Place: CZE / Brno, Holiday Inn, Křížkovského 20, 603 00 Brno, www.hibrno.cz

Date: 22. 5. 2014 / 9-17 hours

Registration: www.sdfi.eu

Parking: Exhibition centre parking house, opposite to the hotel

Target audience: Top management, CEO, CFO, CIO, IT Manager, Service Delivery manager

Presentations: Presentations will neither be printed, nor recorded, nor distributed by any means.

PROGRAM*

* program changes reserved

09:00	Conference start
09:10	Q4IT, Zdeněk Kvapil Veletrhy Brno, Martin Kaspar <i>Conference focus - Balancing costs, risks and quality of IT Services.</i>
09:15	AXELOS, GBR - Kaimar Karu, Phil Hearsom <i>AXELOS and the future of IT Service Management.</i>
9:45	DVZ, DEU - Jörn Oldag <i>How big kids experience changes - conclusions from an external and an internal perspective</i>
10:15	ITRP Institute, USA - Cornelis Winkler Prins <i>The Unique ITSM Challenges of Multi-National Corporations</i>
10:45 – 11:00	Coffee break
11:00	Honeywell, CZE – Lukáš Harvánek, Lucie Fisherová <i>How to decrease costs, risks and simultaneously increase quality of provided services? Could it be achieved by adopting Lean principles and Six Sigma tools?</i>
11:25	OTIS, CZE – Zdeněk Jelínek <i>Quality, security and pragmatic approach in IT / IS.</i>
11:45	PPG, CZE – Lubomír Kobeda <i>Challenge of change management.</i>
12:05	Česká spořitelna, CZE – Luděk Skokánek, IT process manager, sIT Solutions CZ <i>Net promoter score can help you to avoid the perception that you are providing declining service over time.</i>
12:20 - 13:25	Lunch
13:25	Office Depot, CZE – Pavel Farka <i>IT service delivery introduction in several different multinational companies. Different approaches, SLA targeting, Risk handling and board of managers interaction.</i>
13:50	EXIN, NLD – Etel Frank <i>The EXIN story of e-CF</i>
14:10	Moravskoslezský Kraj, CZE – Tomáš Vašica <i>Experience with deployment of unified Service Desk in region organizations.</i>
14:45	itSMF CZE, itSMF SVK, MES Centrum, CACIO <i>Benefits of membership.</i>
15:00 - 15:20	Coffee break
15:20	AVG, CZE – Pavel Soukup, Ivana Hančíková <i>No Pain, No Gain.</i>
15:50	itSMF Slovensko, SVK – Miroslav Havelka <i>Where starts the business responsibility for IT (and where it ends)?</i>
16:10	Dixons Retail, CZE – Igor Dobřický <i>Support model for e-commerce web site.</i>
16:45 - 17:00	Discussion, conference summary – invitation to SDFI 2015

Program, speakers, topics:
Organization:

Zdenek Kvapil / Q4IT / tel: +420 602 203 156 / www.Q4IT.eu / info@Q4IT.eu
BVV, Holiday Inn Brno / www.bvv.cz/sdfi



SPEAKERS OVERVIEW



Philip Hearsom, ITIL Portfolio Manager at AXELOS

Philip Hearsom, based in Norwich, England, is a married man with two grown-up daughters. He has worked all of his life in IT and became interested in Service Management nearly 20 years ago. Whilst working for a large local media company in the UK as Operations Manager, he took over a new role integrating several new acquired companies' IT departments into a single entity, introducing a help desk, and starting to roll out ITIL throughout the organization. It was here that he realised the true value of Service Management and ITIL. Since then, he has progressed his career in ITSM, gaining the ITIL Managers Certificate and then updating to Expert. He joined the OGC in 2010 as ITSM Portfolio Manager, and remained within the UK government until the AXELOS joint venture was started in July 2013. As well as being ISO20000 certified and sitting on the ISO20000 UK working group, he is an experienced PRINCE2 and MoR practitioner.



Kaimar Karu, Head of ITSM at AXELOS

Kaimar is an experienced IT Service Management practitioner who has a career background in IT support, software development and project management.

He has a passion for education and taught in schools and universities in his home country of Estonia before becoming a professional trainer. Over the years he has trained ITSM and project management professionals across Europe.

Since creating his own ITSM training and consulting company six years ago, Kaimar has had assignments across the Estonian public sector and with several high-profile international companies.

In 2013 Kaimar was elected as President of itsMF Estonia after serving as a board member for five consecutive years.

In his new role at AXELOS, Kaimar is leading the development of ITIL® with a focus on implementing continual professional development (CPD) programmes for practitioners and showing how combining ITIL, DevOps and other frameworks and philosophies can deliver an even stronger service management.



Cor Winkler Prins, VP Product Management , ITRP institute

Cor is VP Product Management at the ITRP Institute. He specializes in translating ITIL theory into practical process definitions and ITSM tool specifications. His work had a major impact on the ITSM industry when in 1999 he developed the first comprehensive set of integrated ITIL-based ITSM processes, called the Alignability Process Model. His main interests have always been the financial aspects of IT service management and helping managers optimize service levels while continuously driving down service costs.



Jörn Oldag, DVZ, IT Strategy, Governance, Cooperation

Has discovered after the more sober facts of a scientific education his interest in the management of change and has been for many years an enthusiast for process implementations. Today he lives in Schwerin and works as an internal advisor for IT strategy and IT service management at a full ICT service provider for the public administration in Northern Germany.

He is... often working as a therapist, known in all internal departments, helpful and curious, sometimes at a loss, also pleased with little progress, open to new ideas for change implementations, rarely impatient.



Lukas Harvanek, Technical Supervisor IT, Honeywell s.r.o

8 years experience with IT in international environment. Specialized in Service Delivery in infrastructure area. Now focused on Business Relationship Management and team leadership.

Has broad experience with continuous improvements project and improving team efficiency by application of lean tools



Lucie Fisherová, Print manager, Honeywell s.r.o,

Responsible for Print Services team which is focused on global print services delivery over the whole corporate. Managing print services suppliers. Has experience with work in global corporates since 2007, hands on expertise with Lean Six Sigma in IT infrastructure domain.



Lubomir Kobeda, Senior Customer Support Analyst, PPG INDUSTRIES CZECH REPUBLIC, s.r.o.

Focused on IT service delivery - infrastructure operations management in local, regional (EMEA) and international corporate environments. Responsible for IT processes at multiple levels for service delivery in high volume centre in Europe. Acts as a single point of contact to steering committee.

**Luděk Skokánek, IT process manager, Česká spořitelna, a.s.**

14 years of experience in IT industry. Responsible for development of service catalogue of IT business services, including service catalogue management process, measurement and evaluation of quality of service delivery. He is also responsible for setting up performance criteria in ONE IT and its continuous evaluation. He has broad experience with process improvements activities – especially Incident, Change, Configuration management.

**Zdeněk Jelínek, IT Manager, Otis, a.s.**

Works as IT manager in Otis a.s., responsible for Czech and Slovak republic area - infrastructure management, development of applications and security within global organization. Has more than 20 years of IT experience from programming to management.

**Pavel Farka, IT Head Region Central & Eastern Europe, OfficeDepot**

IT leader with 20 years of experience from global leading companies in several industries and number of different managerial IT roles with local, regional and global responsibility and top executives interaction. Implemented new IT trends like competency center, support center, service management, IT strategic partnering/outsourcing, external hosting etc.

**Etel Frank, EXIN**

Area Manager for German speaking countries and Central and Eastern Europe. Responsible for market development, trends translation and transmission, networking through the borders. Since over 10 years is working in the IT field.

**Tomáš Vašica, Head of IT department, Moravskoslezský kraj - Krajský úřad**

Broad experience from ICT since beginning of 90's – production systems, relation databases, management information systems. Worked also on vendor side – programmer, team leader, sales director. Last 10 years engaged in IT in public sector, now leading regional IT department of Moravskoslezsky Kraj.

**Pavel Soukup, AVG**

Team Leader at AVG technologies with 4 years experience in ITIL implementation with focus on simplicity and clear expectations. Today I am responsible for procurement SAM and vendor management.

**Ivana Hančíková, AVG**

Senior Technology Team Leader with 7 years' IT experience and good all-around ITSM process expertise. Process implementation combined with leadership provides me the ability to deliver innovative lean solutions to meet the business needs. I am bright individual turning challenges into opportunities.

**Miroslav Havelka, itSMF Slovakia**

Born in Bratislava, Slovakia. Member of the Board at itSMF Slovakia, Managing Director at OMNICOM, s.r.o., Member of the Board at C. S. Lewis School Association (Narnia & Bilgym Bratislava).

**Igor Dobřícký, Dixons Retail**

Igor Dobricky has been working as IT manager in Dixons Retail Shared Service Center in Brno. His main focus is to provide service for Dixons group in the UK, specially e-commerce platform development and support, recruitment and service transition to Brno. In the past was the CIO of Czech subsidiary of Volksbank (now Sberbank).

Conference guides



Zdeněk Kvapil
ITSM Expert - Q4IT



Martin Kaspar
CIO – BVV Trade Fairs Brno