

We are proud to announce our Second edition of **itSMF India Conference** on **Nov 5, 2014** at **Taj Vivanta MG Road, Bangalore**. IT Service Management Practitioners and Fraternity across India are expected to come in large numbers to participate, network and exchange best practice ideas on various facets of IT Service Management with pragmatic insights from Industry thought leaders.

**The Theme for the upcoming itSMF India Conference is
Performance Based Service Management”.**

Agenda of the Day	
Time	Session / Topic/ Thought Leader(s)
8:00 AM to 9:00 AM	Registration
8:30 AM to 9:00 AM	Primer Session on ITIL & ITSM <i>itSMF India Team</i>
9:00 AM to 9:20 AM	Inauguration of the itSMF Conference
9:20 AM to 10:00 AM	Key Note Address: Best Practice Roadmap By Kaimar Karu, Head of ITSM, AXELOS
10:00 AM to 10:40 AM	Service Integration & Management By James Finister, EMEA Lead of SIAM, Tata Consultancy Services
10:40 AM to 11:00 AM	Network Break 1: Tea/Coffee
11:00 AM to 11:40 AM	Six Steps to Implementing Change Management that Works By Arvind Parthiban – Sr. Product Marketing, Manage Engine
11:40 AM to 12:10 PM	Modelling for Business Outcomes By Srinivasan Thiagarajan, AVM COE Head, Cognizant Technology Solutions
12:10 AM to 12:40 PM	Effective Event Management Proactive Incident Management By Mayank Malik, Adobe Systems India
12:40 PM to 1:40 PM	Network Break 2: Lunch
1:40 PM to 2:15 PM	Panel Discussion: “Delivering Business Value of ITSM” Panel Axelos, TCS, Manage Engine, CTS, Adobe, NIIT
2:15 PM to 2:45 PM	Integrating ITAM & ITSM for Agility/Cost transparency By Martin Thompson, ITSM Review
2:45 PM to 3:15 PM	The Performance Based Implementation By Krishnan Govindamani, NIIT Technologies Ltd.
3:15 PM to 3:30 PM	Network Break 3: Tea/Coffee
3:30 PM to 4:00 PM	Panel Discussion: “Managing multiple best practices in the real world” Panel HCL, British Council, Wipro, Invesco
4:00 PM to 5:30 PM	IT Service Management Game Learn by demonstration – Business Simulation By Parvinder Singh, Quint Wellington Redwood
5:30 PM to 5:45 PM	Vote of Thanks / Closing Ceremony