

We are proud to announce our Second edition of **itSMF India Conference** on **Dec 4, 2015** 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 "Agility in Service Management".

Agenda of the Day	
Time	Session / Topic/ Thought Leader(s)
8:00 AM to 9:00 AM	Registration
8:30 AM to 9:00AM	Primer Session on ITIL & ITSM Girish Aras , Quint
9:00 AM to 9:20AM	Inauguration and Welcome Address – Dr. Debabrata Das, Chairman -itSMF India
9:20 AM to 9:35AM	Guest of Honour Dr. Rathan Kelkar, IAS, CEO, Center for EGov, Govt of Karnataka
9:40 AM to 10:15AM	Integrate Best Practices for delivering Continuous Value to Customers By Harish Bangera, Head Service Management, Adobe India
10:15 AM to 10:30AM	Network Break 1: Tea/Coffee
10:30 AM to 11:05AM	Agility in Service Management By Nandakumar Shamanna, Regional Manager DNV GL
11:05 AM to 11:40AM	Integrating DevOps and ITSM for agility in action By Aswin Kumar, Head Service Management and Automation Reliance Jio Limited
11:40 AM to 12:10PM	Panel Discussion: " Agility in Service Management " Moderator – Suresh GP, Board of Director , itSMF India
12:10PM to 1:10PM	Network Break 2: Lunch
1:10PM to 1:45PM	Lean as way of life in IT Managed services By Rituparna Ghosh, General Manager, Wipro Technologies
1:45 PM to 2:20PM	SIAM – Service Integration and Management <i>An Idea whose time has come</i> By Amit Ashtekar & Kevin Harris, Lead Process Transformation ,Capgemini
2:20PM to 3:05 PM	Considerations for Service Design in an "as-a-Service" world By Gagan Deep Jain – Associate Director, Brillio
3:05PM to 3:20 PM	Network Break 3: Tea/Coffee
3:20 PM to 4:00PM	Panel Discussion: ITIL vs DevOps – Where is the Future heading? Moderator – Sunil Mohal, Quint Group
4:00PM to 5:30PM	Lean IT – Business Simulation Game By Suresh GP, Managing Director, TaUB Solutions
5:30 PM to 5:45PM	Vote of Thanks / Lucky Draw
5:45 PM to 6:00 PM	Closing Ceremony