

C- VIEW ROUNDTABLE

DAY 1: 24TH OCTOBER 2006, 11:00 – 11:45

TRACK 2: ALIGNING I.T. TO DRIVE BUSINESS AGILITY AND MANAGE CHANGE

“RESPONDING IN REAL-TIME TO I.T. CHANGE”

This round table will provide the delegation with an interactive discussion around the following themes:

- Is BSM just a marketing label applied to SLM?
- How SLM metrics can help the IT organization build a ROI case for new expenditures.
- ITSM; putting a Guarantee stamp on IT-Business alignment.
- How to build a truly adaptive enterprise able to monitor Real-Time the IT Department responding to the key Business needs.
- Should non-IT executives care about BSM?
- Change and configuration management, the prerequisite for Organic IT implementations, is it really reducing the cost of IT services delivery?
- Best Practice from the ITIL framework – how to utilize ITIL the way you want to.