



“IBM Service Management Simulation” Workshop

Details

Date: November 20, 2009 (Friday)

Time: 9:00 am to 6:00 pm

Venue: Portland and Dauphin Suite, Butterfields
4/F Dorset House, Taikoo Place, 979 King’s Road, Quarry Bay

Agenda

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| 8:30 – 9:00 am | Registration |
| 9:00 – 9:10 am | Welcome and Introduction |
| 9:10 – 9:50 am | Service Management Simulator Overview and Walkthrough |
| 9:50 – 11:20 am | Service Simulator: Round #1 and Discussion |
| 11:20 – 11:30 am | Break |
| 11:30 – 1:00 pm | Service Simulator: Round #2 and Discussion |
| 1:00 – 2:00 pm | Lunch Break |
| 2:00 – 2:15 pm | Automating ITIL with IBM Tivoli Tools |
| 2:15 – 3:45 pm | Service Simulator: Round #3 and Discussion |
| 3:45 – 4:00 pm | Break |
| 4:00 – 4:15 pm | Service Management Planning and Roadmap Development |
| 4:15 – 5:45 pm | Service Simulator: Round #4 and Discussion |
| 5:45 – 6:00 pm | Wrap-up and Panel Discussion |