



“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
Level 3, Dorset House, Taikoo Place, 979 King’s Road, Quarry Bay

Agenda

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