

ITIL MASTERMIND FORUM

Tuesday 7th July, 3:00 - 5:00pm

Perth Zoo Conference Centre, Labouchere Rd, South Perth

The first of its kind worldwide, the ITIL Mastermind Forum is a leading and unique event looking at the application of ITIL and IT service management best practices into IT organisations.

TO BOOK CONTACT TABITHA WELLMAN | 1300 864 769 | tabitha.wellman@conangroup.net

WHAT IS THE ITIL MASTERMIND FORUM?

The ITIL Mastermind Forum brings together IT industry individuals who want to share knowledge, ideas and solutions specifically for ITIL related challenges.

The sessions are presented by real practitioners—CIO's, IT Directors, ITIL Process Owners, Problem Managers, Configuration Managers, Release and Change Managers, Service Desk Managers, IT Infrastructure Managers, Project Managers, etc. They all have one thing in common...an interest in the application of ITIL best practices and how this can drive added efficiencies and effectiveness in their IT organisation.

The ITIL Mastermind Forum provides you the opportunity to share issues with practitioners from like-industries and organisations. No matter where you're at with your ITIL implementation—beginning, advanced, or still considering the benefits—learn how others have tackled the ups and downs of ITIL projects and IT improvement initiatives.

WHY YOU SHOULD ATTEND

- You'll gain in-depth knowledge, tips, tricks and useful how-to's on successful ITIL implementations.
- You'll be learning and contributing solely with other ITIL practitioners.
- You'll be participating in focused discussions and receiving valuable feedback that will assist you in your ITIL project and training programs.
- A strong focus on practitioner presentations from all levels of the organization—operational, tactical and strategic—will provide you with the necessary know-how to gain momentum.
- You will learn valuable ways to transform your IT organisation into a value add business asset.
- You'll learn how other IT professionals are addressing IT infrastructure management issues, and how to integrate technology with people and processes.

This month's topic: Delivering global process automation services using ITIL.

QUASAR (Quality Automation Solutions for Alumina Refining) is a virtual organisation derived from a co-sourced service agreement between Alcoa and Honeywell. They support a global client base of 7 alumina refineries in 5 countries, across 4 continents.

Learn how QUASAR's global service management model uses ITIL and MOF to ensure the delivery of a common suite of Control and Information Applications.

Presented by:

Danie Grabe, QUASAR Service Manager,
Honeywell & John Denholm, WA
Operations Process Systems Service
Delivery Manager, Alcoa

FORUM TOPICS:

- 1) How Service Level Management can make business more effective.
- 2) How ITIL assists in managing virtual teams.



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CONAN GROUP
ABN 13091 769 238

tabitha.wellman@conangroup.net
www.conangroup.net

ph 1300 864 769
fax 1300 864 770

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YOU WILL BENEFIT FROM

- Real life expertise and success stories, not just theory.
- Practical advice from real life IT executives about how to implement and manage ITIL processes.
- The latest thought leadership on the practical application of ITIL into an IT organisation.
- The latest up-to-date information on ITIL projects.

ENJOY THE MANY BENEFITS OF ITIL MASTERMIND FORUM:

- Shared Knowledge—Share and draw on the expertise of others.
- Synergy—Share ideas with like-minded peers who in turn will help you to resolve your issues.
- Encouragement—Allow people in your group to support and encourage you when you're struggling. And help them when they're disheartened.
- Networking—Having access to other ITIL practitioners means you can broaden your perspective of issues and solutions.
- No upfront commitment—pay as you go and receive a group discount for booking three or more people from your organisation.

HOW DOES THE FORUM WORK?

Listen to a guest speaker who has applied ITIL concepts into their organisation with success. Following the guest speaker's presentation, you will then break into groups based on your preferred topic. A facilitator is assigned to take your group through a set of questions relevant to your selected topic. Each group facilitator will then record your groups' outcomes and circulate to all attendees.

PLACES FOR THIS EVENT IS STRICTLY LIMITED—SO BOOK NOW!

REGISTRATION FORM / TAX INVOICE

ABN 13091 769 238

ITIL MASTERMIND FORUM • TUESDAY 7TH JULY 2009, 3 – 5PM



Please complete the form below and select one of the following registrations options:

1. Fax your registration to: 1300 864 770
2. Register by email – send details to: tabitha.wellman@conangroup.net
3. Complete the form below and post to: PO Box 3021, East St George's Terrace
PERTH WA 6832

Please indicate which forum topic you would like to participate in:

- How Service Level Management can make the business more effective.
- How ITIL assists in managing virtual teams.

Pricing: \$99 per person

Three of more registrations - \$77 per person (bookings must be made at the same time and attendees are to be from the same company).

Name: _____ Position: _____

Organisation: _____ Email: _____

Postal Address: _____ Suburb: _____ Postcode: _____

Phone: _____ Fax: _____

Total Payment Submitted: \$ _____

Payment Method: Cheque Enclosed EFT Visa Bankcard MasterCard

Name as it appears on card: _____

Card number: _____ Card Expiry Date: _____ CSV number (on rear of card): _____

Signature: _____

Terms: Full payment, or payment details are required with your registration. Cancellations received less than one week prior to the event will attract no refund, though substitute candidates are accepted. Invoices must be paid in full prior to the event. Please note that this form also serves as a tax invoice. Individual tax invoices will not be issued unless specifically requested.