



SOUTHERN REGION

Event Details

Date	Monday 20th April, 4pm – 6pm
Location	Joes Garage - 7 Leslie Street, Upper Riccarton
Programme	4:00 – Registration & Welcome Drinks 4:30 – Main Presentation 5:15– itSMF News Update and Upcoming Events
Networking	The presentation and discussion will be followed by more refreshments and further opportunity for you to network with fellow service management colleagues.

PLEASE RSVP VIA REPLY EMAIL AT SOUTHERN@ITSMF.ORG.NZ TO LET US KNOW IF YOU ARE ATTENDING
Do you have a colleague, partner organisation, client or business contact that you think may also be interested in coming along? We encourage you to forward this invitation along to them. Guests are always welcome at our events.

Speaker Details

No as a Service

Andrew Frapwell
Service Manager
Lincoln University

Event Sponsored by:

Biography

Andrew Frapwell is the Service Manager at Lincoln University and has considerable experience in IT Service Management having worked for a number of large organisations in health, government and education.

Abstract

Over his years in the IT Industry, Andrew has seen many examples of when saying 'Yes' to a customer/client can actually result in you doing them a disservice. This presentation will look at how some Service Management Practitioners get it wrong, and (knowing the speaker) will no doubt involve humorous case studies to illustrate the theory that 'No' can indeed be a service.