

Event Details

Date	Monday 16th February, 3.30pm – 5.30pm
Location	The Wine Room, Glengarry Victoria Park, 118 Wellesley Street, Auckland CBD
Programme	4:00 – Registration & Welcome Drinks 4:10 – itSMF News Update and Upcoming Events 4:15 – Main Presentation
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 NORTHERN@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

Enterprise Grade Service Request Management. Could This Be IT's Killer App?

Peter Doherty
Regional Manager Solution Consulting ANZ
ServiceNow



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Biography

Peter Doherty is an ITIL V2 Master (Distinction) / ITIL V3 Expert, a contributing author to the ITILV3Service Operations Book and a Solutions Consultant Manager for ServiceNow.

Peter has extensive Service Management experience across Asia Pacific and has quite a following as the 'ITIL Ninja'. He is a widely published on the subjects of Service Catalogue, Service Management, IT Asset Management, Cultural and Organisational Change Management, and is a frequently requested speaker at forums worldwide. He is one of the foremost proponents of Service Portfolio Management, concentrating on driving IT to be more business relevant, focus on delivering value and meeting business needs.

He is also a practitioner and as such has helped design and implemented many successful Service Management Programs in the APJ region such as Tabcorp, ANZ Bank, Department of Human Services and Telstra to name a few.



Peter is very much a leader in the practical and pragmatic adoption of best practice frameworks and concentrates on delivering business outcomes that drive business value. He complements this with his cultural and organisational change expertise to drive organisational adoption of these programs.

Peter has presented at itSMF Australia for the past 10 years and has been a regular presenter at itSMF NZ, itSMF USA, Singapore, Korea, Thailand and Hong Kong as well as HDI USA.

Abstract

Is the Service Catalogue the next killer app for IT AND the Enterprise? How many organisations do you know have a really good Service Catalogue to provide a storefront to IT, let alone across the enterprise? If you are shaking your head at the question you really do need to attend this session.

Peter has been involved in many successful Service Catalogue implementations where IT has delivered consumer like experiences to their customers for the delivery of IT Services. In this session we will discuss what has made them successful and what challenges were overcome.

But you know, just delivering this for IT is the tip of the iceberg – don't many other departments across the organisation provide services to their customers; think about HR, Facilities, OH&S. How do these Departments serve their customers; often through email and spreadsheets in the background – any process underpinned by these things is unmanageable.

So how do we take the learning's from IT to the broader Enterprise and manage these often sophisticated requester / fulfiller relationships? Well, Peter will tell you in this session and it will allow you to deliver real business value outside of just IT.