



## **Event Details**

<b>Date</b>	Tuesday 17th March, 3.30pm – 5.30pm
<b>Location</b>	IT&T Hudson, State Insurance Tower, Level 6, 1 Willis Street, Wellington
<b>Programme</b>	3:30 – Registration & Welcome Drinks 4:00 – Main Presentation 4:50 – itSMF News Update and Upcoming Events
<b>Networking</b>	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 [CENTRAL@ITSMF.ORG.NZ](mailto:CENTRAL@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**

### **IT Service Management Industry Frameworks**

**Laura Little**  
**Process Improvement Specialist**  
**IRD**

#### **Event Sponsored by:**

#### **Biography**

Laura has worked in IT for over 20 years and is currently a Process Improvement Specialist with IRD. Her main focus is to identify opportunities for improvement and to mentor the teams who will deliver the improvement. A great day at work for Laura is one where people bring ideas to the table and ask what they need to do or learn so that they can achieve the outcomes and service improvements they want.

#### **Abstract**

An introduction to ITIL and CoBIT, explaining why there is space for both within an organisation and doing a brief comparison of the two. We then look at how Service Integration and Management (SIAM) relies on having mature tactical, strategic and governance processes to effectively function as a service integrator.