

# CONNECT19

Conference Day - May 15 2019

Morning

## MAIN THEATRE

8:30 - 9:15

### Venue Open

9:15 - 9:20

### Welcome

Andy Richardson,  
Service Management Architect , 4me



9:20 - 10:05

### Key Note

Cor Winkler Prins, CEO, 4me



10.05 - 10.20

### Security & Compliance update

Laurens Pit, CTO, 4me



10:20 - 10:30

### Framework Updates (SIAM, IT4IT, VeriSM, ITIL 4)

Martijn Adams General Manager EMEA, 4me - Suzanne Galletly, IFDC - Alexandru Rusu, 2Grips  
Service Integration and Management (SIAM), IT4IT, VeriSM, ITIL4.



10:30 - 10:55

### Coffee Break

## BREAKOUT SESSIONS - 10:55 - 11:35

### ROOM 1 SIAM

Patrick Follon, Arjan van der Poel

### ROOM 2 VeriSM, an approach for Digital Transformation

Suzanne Galletly, IFDC

### ROOM 3 How to Start With Project Management

Wouter Wyns, 4me

### ROOM 4 How to start with Knowledge management

Frank de Jong, InfraVision

## BREAKOUT SESSIONS - 11:35 - 12:15

### ROOM 1 Agile Service Management & DevOps

Stephen Ley, Joost IT

### ROOM 2 ITIL 4

Alexandru Rusu, 2Grips

### ROOM 3 How to Start with Time Sheets

Wouter Wyns, 4me

### ROOM 4 How to Start with Shift Left

Paul Dobson, Revo

12:15 - 13:15

### Lunch Break

13:15 - 14:00

**How to start with 'Enterprise Service Management' (ESM)**

Jean-Marie van Cutsem, Deloitte



14:00 - 14:30

**Provider Scorecards & Analytics**

Laurens Pit, CTO, 4me



14:30 - 14:50

**Coffee Break**

**BREAKOUT SESSIONS - 14:50 - 15:30**

**ROOM 1**

**ITIL 4**

Alexandru Rusu, 2Grips

**ROOM 2**

**VeriSM, an approach for Digital Transformation**

Suzanne Galletly, IFDC

**ROOM 3**

**How to Start With Project Management**

Wouter Wyns, 4me

**ROOM 4**

**How to start with Knowledge management**

Frank de Jong, InfraVision

**BREAKOUT SESSIONS - 15:30 - 16:15**

**ROOM 1**

**IT4IT**

Rob Akershoek, The Open Group

**ROOM 2**

**Agile Service Management & DevOps**

Stephen Ley, Joost IT

**ROOM 3**

**How to Start with Time Sheets**

Wouter Wyns, 4me

**ROOM 4**

**How to Start with Shift Left**

Paul Dobson, Revo

16:15 - 17:10

**Gold in Hands**

Pieter van den Hoogenband, Triple Olympic Gold Medal Winner



17:10 - 17:30

**Closing Keynote**

Cor Winkler Prins, CEO, 4me



17:30 - Open End

**Drinks and Networking**