

5th International Colloquium on  
**IT Service Management**

September 6, 2010 | Hotel Le Meridien, Bangalore

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## ABOUT THE COLLOQUIUM

The 5th International Colloquium on IT Service Management (ITSM 2010) is built on the theme of 'Let's Grow - Perspective: Service Management', in order to enhance and accelerate the growth of ITSM next and best practices in India by exchanging, learning and sharing good practices in the domain of IT Service Management. The key focus of the colloquium is to propagate ITSM benefits, best practices and knowledge sharing among the experts. This year's colloquium will extensively lay emphasis on the future of ITIL®, modernization of IT and how ITIL® can help an organization to reach to the next level.

The colloquium will include keynote presentations, industry expert breakout sessions, products and tool presentations, exhibitor expo and numerous networking events.

## COLLOQUIUM HIGHLIGHTS

Knowledge packed sessions covering critical and topical issues related to IT Service Management.

Deep insights from industry leaders and practitioners.

Best practices shared by leading companies from India and across.

Specific ways to improve your technical process and results.

People practices.

Networking opportunities with industry experts, colleagues and solution providers.

Speakers of international repute and gurus from across the globe.

An opportunity to showcase your tools and services.

## WHO SHOULD ATTEND

C-Level, including CIOs/CTOs/CSOs | IT Directors, VPs | IT Service and Support Managers | Service Desk, IT Infrastructure Managers | Process Owners | Senior Support Analysts | Quality Managers | Service Level Manager | Project/Program Directors and Managers | IT Auditors, IT Consultants | IT Suppliers/Vendors | IT Business Heads and Operation Heads | IT Application, Project and Business Managers | System and Network Administrators | Support and Relationship Staff | Anyone seeking to understand why and how to implement best practices according to ITIL® or ITSM and is interested in building and managing a business focused IT organization

**QAI's IT  
Service Management  
Leadership  
Awards**



IT Service Management Leadership Awards were launched in 2009 and continue this year.

The Leadership Awards aim to recognize leadership and contribution in the field of the booming IT Infrastructure Management Services (IMS). It will provide impetus and encourage contribution to the IT Service Management practices, skills and principles. It will also encourage breakthrough achievements and innovative approaches in the IT Service Management process that aim to make successful products and services in the IMS industry.

The Awards will serve as a vehicle to build a knowledge base of approaches, solutions and the benefits of implementing IT Service Management solutions. It will facilitate communication and dissemination of best practices in the industry and also aim to bring long term improvements and recognition to the Service Management professionals across the industry.



## COLLOQUIUM SPEAKERS & PRESENTATIONS

### 'Implementing ITIL®: Achieving Lasting Cultural Change'



**Mark Flynn**, *Managing Director*, **Felix Maldo** (representing APMG International)

### 'BCS Specialist Qualifications in IT Service Management'



**Graham Morris**, *International Sales Manager* British Computer Society

### 'ITIL® in IT'



**Shyam Sundar Venkat**, *Head, Internetworking Technology Group, Computers and Communication Division* Infosys Technologies

### 'Use of Lean and Other Quality Methodologies in Improvement of IT Service Management'



**Jayanth Samprathi**, *Head IT, Quality and Asset Compliance* Wipro

### 'IT Service Management when Gen-Y Means Business'



**Anil Punjwani**, *Lead Global Service Delivery Manager, Collaboration and Productivity*, Philips Electronics

### 'Aligning ITIL® with a Shared Services Strategy for a Winning Formula'

**Ashok Kumar Mysore**, *Global Process Competency Manager* Logica

### 'ITSM Thunderbolts in the Cloud'

**Arvind Raman**, *Principal Consultant, Infrastructure Transformation Service Group*, **Gautam Nadkarni**, *Principal Consultant, Infrastructure Transformation Service Group* and **Rishi Pattnaik**, *Lead Consultant, Infrastructure Transformation Service Group*, Infosys Technologies

### 'IT Service Automation: An Emerging Domain'

**Sandeep Shouche**, *Senior Manager, Product Development*, BMC Software

### 'Think Beyond the Dashboards - BSM is here to Stay!'

**Rahul Vilas Ghodke**, *Head, Automation and Transitions*, **Vishal Dilip Sanghi**, *Business Analyst, Automations*, Microland

### 'Does Process Maturity Ensures Improved Service?'

**Sri Ram Kothapalli**, *Global Head, Quality and Business Excellence*, ITC Infotech

### 'An Integrated Approach for Effective IT Service Management through ITIL® and LEAN'

**Vijay Periasamy**, *Functional Lead, Quality*, Thameemul **Ansari KM**, *Senior Engineer*, Honeywell Technology Solutions

### 'How Could ITSM and COBIT Complement Each Other?'

**Suresh GP**, *Architecture and Standard Governance Manager*, Unisys Global Services

### 'The Two Faces of Service Management - ITIL® V3 and CMMI® for Services'

**Anju Saxena**, *ITSM Global Offering Lead*, Tata Consultancy Services

### 'Practical Lessons from the ITSM Transformation Initiative?'

**Sukumar Daniel**, *Head People Stream, SOM & IT Transformation Project*, **Clement C Jayakumar**, *Head IT Quality and Tools*, TESCOHSC

### 'Where to start from, When the journey is already on'

**Anju Arora**, *Service Delivery Leader, Quality*, Patni Computer Systems



Plenary Speakers

**PANEL DISCUSSION** "The Top 5 Essential Elements for Successful ITIL® Implementation"

➤ Fee Details and Registration Form Enclosed



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## Bangalore, the Conference City

Bangalore, the "Silicon Valley of India", now officially known as Bengaluru,



is situated in the southeast of the South Indian state of Karnataka. It is called the "Silicon Valley of India" because of the large number of Information Technology companies located in the city. As headquarters to 38% of global SEI-CMM Level 5 Companies, Bangalore's place in the global IT map is prominent.

Bangalore is also known as the Garden City of India because of its climate, greenery and the presence of many public parks, including the Lal Bagh and Cubbon Park.

Conference Venue  
Hotel Le Meridien,  
28, Sankey Road,  
P.B. No. 174  
Bangalore - 560052

## Want to learn how to manage your Service Desks?



HDI, is the world's largest IT service and

support membership association and the industry's premier certification and training body. Learn more about HDI and its various certifications uniquely designed for IT Service Desks.

## ABOUT QAI

Set up in 1980 in Orlando, USA, QAI is a leading global consulting and workforce development organization addressing 'Operational Excellence' in knowledge intensive service organizations.

QAI Global Services, the consulting division of QAI, addresses the space of Operational Excellence. Organizations achieve Operational Excellence through deployment of best practices and processes in areas of Process Management, Quality Management, Innovation Management, Project Management, IT Service Management and others.

QAI Global Services facilitates enhanced competitiveness through multi-faceted interventions leading to Business Improvement through consulting, people, process and operational assessments, benchmarking and resource provisioning through Quality Outsourcing.

QAI Global Institute, the workforce development division of QAI, focuses on creating education and training products and services to address competence development, assessments and professional IT certifications. The Institute conducts industry research, houses the Software Quality Assurance, Software Testing, Business Analysis and Project Management Bodies of Knowledge and administers the professional certifications in these domains.

QAI is currently servicing over 200 clients in 30 countries and our regional bases are located in US, India, UK, China, Singapore and Malaysia.

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