

13th Annual Conference of itSMF Czech Republic
Does itSM need a big bang?

24.01.2019

Time	Main Hall A1		Secondary Hall A2		Secondary Hall B		Secondary Hall C	
	Speaker	Presentation	Speaker	Presentation	Speaker	Presentation	Speaker	Presentation
09:00 - 09:10	Dan Petřiválský, Patrik Šolc, Miloslav Marčan	Opening of the itSMF annual conference						
09:10 - 09:20	Vladimír Dzurilla	Introduction						
09:30 - 10:00	Paul Wilkinson	Digital Transformation and the Dark Arts						
10:00 - 10:30	Ivor Macfarlane	IT and the business Learning from each other?						
10:30 - 10:50	Coffee Break							
10:50 - 11:15	Jiří Skála	Seven aspects of designing an IT organization structure	Radim Petráš	How StoraEnso business transformation is affecting IT Operations?	Daniel Hejda	IT Security Management through services	Vladimír Dzurilla	Digital Czech Republic and its main goals (general overview)
11:20 - 11:45	Aleš Studený, Martin Šesták	Could the gamification cause to you a dependency on SLA fulfillment?	Linda Lichnerová	Agile project management with a link to agile development	Jan Svoboda	How to Build a Cloud Experience with the implementation of private cloud platforms in Europe.	Zbyněk Smetana	Czech Republic in the digital Europe
11:50 - 12:15	Robert Krajča	Features of Modern ServiceDesk and their implementation	Vladimír Kufner	Do we still need processes and process management in the DevOps and ITIL Update era?	Daniel Jasník	Microsoft Modern Service Management	Petr Očko	Digital economy and the society
12:15 - 13:15	Lunch							
13:15 - 13:45	Stuart Rance	Information security and the IT service desk	Martina & John Milton	Continual service improvement	Alexander Hocking	What type of Problem Solver are you		
13:45 - 14:15	Rae Barclay	The rise of the people, not machines	Ludmila Vráželová, Irena Konečná	DevOps is an organizational culture. Can we work with it in IT?			Pavel Hrabě	Information Concept of the Czech Republic
14:20 - 14:45	Stuart Rance, Rae Barclay	ITIL version 4 - news and highlights	Tom Schroeder	There is no digitization without IT Financial Management			Petr Kuchař	The Role and Competence of the Principal Architect Department in the Era of the Digital Czech Republic
14:50 - 15:15	Moderátor: Dan Petřiválský	Does itSM need Big Bang? - Pannel discussion: "New in ITIL and in ITSM" "New trends - ITIL and ITSM"	Lukáš Perůtka	Creating a Configuration Database on ServiceNow platform	Petr Vitouch, Jozef Hlaváč	Thanks to the ServiceDesk, we have survived leaving the HR manager	Ondřej Felix	Linked data pool
15:15 - 15:35	Coffee Break							
15:35 - 16:00	Eva Škorníčková	Is privacy protection the next compliance program?	Zdeněk Kvapil	Truth or Myth? "Every IT should act as a service provider."	Robert Nowak	Modern Service Desk in Digital Age	Roman Vrba	Portal Standartization at the Portal Time
16:05 - 16:30	Michal Hager	Privacy and Cyber Security in 2019 from the Certification Body's point of view.	Petr Grochol	Implementation of a Service Desk in Financial Administration of the Czech Republic			Martin Tax	Benchmarking of central authorities of public administration
16:35 - 17:00	Moderator: Dan Petřiválský	GDPR and a protection od personal data - panel discussion	Nicola Reeves, John McDermott	DevOps simulation Part-1	František Kvintus, Filip Lázníčka	Should we prepare for the Big Bang in the form of AI and Virtual Agents?	Miroslav Tůma	The eGovernment Cloud project
17:05 - 17:30	Alexander Hocking	CSI- the only way is up	Nicola Reeves, John McDermott	DevOps simulation Part-2	Jiří Skála	Creating "user stories" in SW projects managed by the Agile and Waterfall combinations	Date: January 24 to 25, 2019 Venue: Cubex Centrum Praha Wifi: itSMF, password: conference	
17:35 - 18:00	Ivana Šabatová	New OMG standards for process modeling						
18:05 - 18:20	Dan Petřiválský, Patrik Šolc	Summary of the Day 1						
18:20 - 21:30	Networking party itSMF including a raut. Announcement of itSMF Awards pricing 2019.							

- Nové trendy a přístupy v IT / New trends and approaches in IT
- Service Management - základní stavební kámen nejen pro IT / Service Management - a basic building block not only for IT
- IT Security a GDPR
- Digitální česko - eGovernment / Digital Czech - eGovernment (hall C)

	Main Hall A1		Secondary Hall A2		Secondary Hall B	
25.01.2019	Speaker	Presentation	Speaker	Presentation	Speaker	Presentation
Čas / Time						
09:00 - 09:15	Dan Petřivalský	Opening of the Day 2 of the ITSMF annual conference				
09:20 - 09:55	Ivor Macfarlane	■ Intelligent disobedience - what it is and why we should encourage it.	Nicola Reeves, John McDermott	■ DevOps Transformation Workshop	Vladimír Krůta	■ ITIL known unknown
10:00 - 10:25	Patrik Šolc	■ Proč Fin a Ind potřebuje Čecha?				
10:30 - 10:45	Přestávka na kávu					
10:45 - 11:10	Barclay Rae	■ Service Management is more important than ever	Michal Pešek	■ Electronic identification	Michael Weisshaar	■ How to get started with IT Financial Management for your Service Center
11:15 - 11:40	Stuart Rence	■ ITSM Metrics and Measurement	Pavel Číž	■ Practical Experience with operation of Service Desk for large IS of public administration		
11:45 - 12:10	Nicola Reeves, John McDermott	■ Value Creation in a Hybrid World	Petr Vlk	■ GDPR: Safety recommendation	Jan Kovář	■ The gap between Incident and Problem Management? How to build bridges between ITIL processes in
12:15 - 12:30	Dan Petřivalský	Summary of Day 2 and Conference Conclusion				

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