The Chartered Institute for IT

BCS SERVICE MANAGEMENT AND ITAM SPECIALIST GROUP CONFERENCE 2023

Marilyn Birt

October 2023

BCS #SMITAMconf2023

Service Management & IT Asset Management

BCS SM-ITAM conference 2023

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- Service Management
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- Speakers

Tuesday 17th October 2023 | 25 Copthall Avenue, London, EC2R 7BB

Register now

IT Asset Management seeks to manage, control and protect an organisation's IT Assets, including hardware, software and cloud assets. A particular focus of this conference stream is the management of software licenses, a challenging and complex discipline which requires a mix of contractual, legal, financial and technical skills.

Agenda

- Welcome & Introduction
- Opening Keynote,
- ITAM and Service Management Presentation
- Closing Keynote
- Takeaway's from each session
- Close
- Tea/Coffee breaks, Lunch and Networking, Supper and Networking

- #SMITAMconf2023 – Twitter
- Linked in group: BCS Service Management & IT Asset Management
- Email to join: SM-ITAM@bcs.org

Timetable

- Before Lunch

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Service Management & IT Asset Management

Annual Conference 2023: AI-pocalypse – surviving and thriving in the age of intelligent ITSM & ITAM		Tuesday 17 October 2023
08:30	Conference Registration	
09:00	Tea, Coffee and Breakfast	
09:15-10:00	**Opening keynote:** The future of work in the AI era Adrian Dickson	
	Service Management Track	**ITAM Track**
10:10	**Reducing risk? Start with your IT service catalog** Chris Good	**Can AI really help with your ITAM processes?!** David Foxen
10:55	Refreshment Break	
11:20	**Destination AI: Navigating the path to the next technology epoch** Colin Eberhardt	**Where do you hide when there's nowhere to hide?** Antonela Agbaje
12:05	**SIAM - Building a community** Stephanie Ward	**Understanding software license compliance - the peril of relying on AI** Stuart Dicken

- After Lunch

12:50	Lunch	
13:55	**Can ITSM tool vendors meet their AI promises?** Steve Morgan	**Unleash the business value of your ITAM program** Brian White
14:35	**Co-creating value in organisations** David Barrow	**Fun with the big boys - negotiating AI licensing agreements** Marilyn Birt
15:20	Refreshment Break	
15:45	**Conference Takeaways Session** Richard Josey, Chair of the BCS SM-ITAM SG	
16:15	**Panel session** A selection of our speakers will discuss the issues raised during the day and take questions from the audience. Richard Josey, BCS SM-ITAM SG Chair	
17:00-21:00	Supper and Networking	

Slido: Agenda, Q&A, Polls, Feedback

Date for your diary

- 28th November 2023 – AGM

- Lisa Riemers
- Building a shared understanding through clear communication

- 6.00 – AGM

6.30 – BCS CMSG Annual Lecture

7.15 – Close

Get involved!

- If you're interested in presenting or helping organise events, no matter the location, please contact us at:
  - SMITAM@bcs-cmsg.org.uk

- If you would like to be added to our distribution list, then please email at:
  - SMITAM@bcs-cmsg.org.uk

- Join our linked-in group:
  - BCS SM-ITAM – Service Management and IT Asset Management Group