

# Why Embracing IT Service Management to Manage Your IT Services & Infrastructure is Critical to Success

A Presentation by Don Page

Tuesday 23 January 2007, 7pm – Wellington Park Hotel



Don Page (CEO The Marval Group) has over 25 year's practical experience in IT Service Management. Known as "The God Father of ITIL", he has been responsible for the design & implementation of some of Europe's largest Service & Support operations.

His thought leadership, straight talking, pragmatic and innovative approaches have made him a world-renowned and respected industry figure.

Don has been responsible for co-authoring several major service management publications, including: **ISO 20000, ITIL, & BS 15000**

The BCS Belfast Branch presents a briefing from one of the most renowned experts in the field of IT Service Management.

The presentation will focus on:

*The IT industry impact of ISO 20000 & ITIL 3 - Why ignoring it is no longer an option for the modern service provider*

*Why technology is secondary to investing in your people, what is the skills profile of the next generation service professional*

**This event is open to both BCS members and non-members.**

**Target audience - IT Professionals and Business Managers**

**Entry is free but space is limited so please ensure you come along early**

For enquiries please contact:  
**Fiona McCusker**  
Branch Secretary  
f.mccusker@parity.net