

itSMF Serbia

The IT Service Management Forum

**The 5th itSMF South East Europe Conference and 2011 ITSM Expo
Belgrade, June 1st 2011**

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SAVA CENTER, Amphitheater, Culture & Business Center, Milentija Popovica 9 , 11070 Belgrade
www.savacentar.net*

The 5th itSMF SEE Regional conference mission is to provide opportunities for collaboration of renewed IT professionals and Service Managers across national borders, to demonstrate ITSM good practice, share their views and generate new knowledge in an area of IT Service Management in South East Europe.

The Conference topic is Key ITSM drivers for Business success, and will cover main Service Management concepts, including IT Standardisation, IT Governance, Service Excellence and achieving business value in the digital and knowledge-based economy. Some of the renowned speakers at the event are:

David Cannon, itSMF International Chairman & HP ITSM Global Strategy Director, USA

Robert Stroud, CA ITSM Vice President, USA

Ivor Macfarlane, IBM SM Specialist, UK

David Clifford, Enterprise-DNA, UK

Colin Rudd, itEMS, UK

Hon P Suen, Head of System Assurance Jockey Club, Hong Kong

Susanne Van Hove, SED-IT CEO, USA

Robert Falkowitz, 3CS, Switzerland

Tassos Alefantos, Manager IT Operations at AIA, Greece

Mark Smalley, ASL BiSL Foundation and CapGemini IT Management Consultant, Netherlands

Milan Glavaski, Euronet Worldwide CIO, Hungary

*Companies and professionals interested to take part in the 5th itSMF SEE Event are invited to send an email to events@itsmf.org.rs or complete a registration form on our website:
www.itsmf.org.rs/drupal/node/add/conferencereg*



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