

ITOG



IT Optimization Group

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October 6th, 2008
52 William Street, 2nd floor
(Club Quarters Hotel)
New York, NY, 10005

IT Optimization Group Agenda

8:30 - 9:00

Coffee & Tea

9:00 - 9:15

Introductions: Karl Bietsch & David Mainville (Moderators)
Co-Founders, Consulting-Portal

9:15 - 10:15

MAKING THE BUSINESS CASE FOR ITIL INITIATIVES IN TOUGH TIMES
Alan Eiland & Michael Canny
Senior Director, Corporate Technology & Director, IT Client Services - *Kaplan*

10:15 - 10:30

Coffee Break

10:30 - 11:30

**POWER, POLITICS, AND PEANUT-BUTTER; HOW TO USE ITIL TO GET OUT OF
A STICKY SITUATION**
Oryst Kunka
VP - Process Architecture & Design - *Bank of New York Mellon*

11:30 - 12:30

**USING ASPECTS OF THE CAPABILITY MATURITY MODEL INTEGRATION
(CMMI) TO ASSESS & BASELINE PROCESS MATURITY**
Dr. Porter Sherman
Service Improvement Program Director - *UBS*

12:30 - 1:30

Lunch

1:30 - 2:30

POPULATION OF THE CMDB VIA TACTICAL AUTOMATION
Rob Breckenridge
Business Solutions Architect - *Wachovia*

2:30 - 2:45

Coffee Break

2:45 - 3:45

**BSM: RESPONDING TO RAPIDLY CHANGING BUSINESS NEEDS
AT THE NYSE GROUP**
Jeremy Hoffman
Director of Operations Management Systems - *NYSE Euronext*

ITOG Website:
www.cportalinc.com/itog/itoghome.php



Facilitated by: Consulting-Portal Inc