

TORONTO SEPTEMBER 2001 EVENT

SOFTWARE PROCESS IMPROVEMENT NETWORK

Topic	<h2>ITIL Paves The Way For IT Success</h2>
Presenter	Stewart Crymble Consultant, Pink Elephant Inc.
Summary	<p>The Information Technology Infrastructure Library (ITIL) revolution is sweeping North America. And, here's a chance to learn more about it. ITIL -- developed by the United Kingdom's Office of Government Commerce -- is a public domain, best practice, process based framework for managing IT services. Attend this presentation and discover:</p> <ul style="list-style-type: none">• ITIL's history• ITIL's Service Support and Delivery processes• How organizations are using these processes to reduce disruptions to IT services and improve the organization's bottom line• The critical relationship between ITIL's Change Management process and software changes• How ITIL's Release Management process improves software and hardware version control within IT
Biography	<p>Stewart Crymble, a service management consultant at Pink Elephant, is a seasoned IT professional with a solid background including: Project management, ITIL consultancy and service delivery management. He holds the <i>Manager's Certificate In IT Service Management</i>, the highest qualification in the ITIL certification program. In addition, he has the <i>Foundation Certification In Prince2</i> -- a project management designation. During his IT career, Stewart worked with numerous organizations including Toronto Hydro, Enbridge Consumers Gas and CTV.</p>
Date / Time	Thursday, September 20, 2001 13:00 – 16:00 (Doors open at 12:30)
Location	Metro Toronto Convention Centre
Registration	http://www.TorontoSPIN.com