

IT SERVICE DELIVERY

FORUM INTERNATIONAL

„QUALITY & SPEED“ CZE / BRNO, 25.5.2016



„QUALITY & SPEED“ – growing demand for responsiveness, agility, flexibility in IT while demand for quality, security, robustness is bigger than ever before. Structured approach to quality management and agile principles in IT as spreading across many IT departments.”

SDFI conference profile

Since 2012 when SDFI conference was launched first is conference concept gaining respect of not only IT community in Czech but also on international scale. SDFI is built around sharing practical experience with harnessing all kinds of best practices to improve management of IT – improved services, processes, people management, supporting IT tools. Carefully invited speakers represent different types of organizations so any conference delegate will find corresponding context similar to his or her organization. Marketing, sales and product promotions are excluded from conference agenda, **practitioners speaking to practitioners** is the governing principle. We invite recognized experts from abroad to internationalize experience exchange and help also smaller companies with learning from bigger, multinational enterprises. Our vision is building „the most respected practitioners event“.

Conference will target utilization of best practices, frameworks, methods, such as ITIL®, COBIT®, ISO/IEC 20000, SFIA, e-CF, Six Sigma™ and any other widely accepted ways of managing delivery of IT services. Segments like private business, public sector, government, universities are included in conference scope to support cooperation and experience exchange between IT leaders working in these IT departments.

Place:	Holiday Inn Brno, Křížkovského 20, 603 00 Brno, www.hibrno.cz
Date:	25.5.2016 / 9-16:30
Web / registration:	www.sdfi.eu twitter: @itSDFI
Program director:	Zdeněk Kvapil, +420 602 203 156, zdenek.kvapil@Q4IT.eu , twitter: @ZdenekKvapil
Event manager:	Petra Partyšová, +420 728 535 280, ppartysova@bvz.cz
Target group:	Top management, CIO, CFO, Service Delivery managers, universities, government

IT Service Delivery Forum International 2016

Focus: "Quality and Speed"

Conference vision: "The best experience sharing conference"



Janusz Stankiewicz, POL, Deputy CIO at Credit Agricole Bank Polska SA

"Bimodal IT – Mode 2 Evolution Roadmap"



Igor Dobřický, Head of IT Shared Services, Dixons Retail SSC s.r.o.

"Agile software development in ITIL driven IT"



Ivana Hančíková, Director of ICT Services at AVG Technologies CZ

"Ready to become digital"



Štěpán Malý, ITSM Global Reporting & Metrics Team Lead , MSD Global Innovation Center

"Predictive Analytics and ITSM Reporting Automation"



Tomáš Najman, Project Lead at Česká spořitelna, a.s.

"What if we don't change at all... and something magical just happens?" or "Don't believe in the brave snakes!"



Marek Rychlý, Researcher and Educator, FIT, Brno University of Technology

"IT Service Management: Education vs. Experience?"



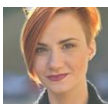
Branislav Jansik, Supercomputing Services Director at IT4Innovations, VSB Technical University of Ostrava

"Introduction to IT4Innovations national supercomputing center"



Radovan Fikr, HARTMANN-RICO

"IT Quality Management"



Linda Bilská, Štěpán Dědek /Raiffeisenbank, Petr Křelina /itSMF CZE

"Quality of IT services in the eyes of Raiffeisen clients"



Leonard Wallezky, Assistant Professor, Service Science, Management and Engineering Programme Masaryk University, Faculty of Informatics

"IT Services in Service Dominant Logic"



Ondrej Harman, Enterprise IT Operational Excellence Leader, Honeywell

"Fast & Right IT"



Moderator:
Zdeněk Kvapil
Q4IT – Founder & CEO



Moderator:
Martin Kaspar
CIO – BVV Trade Fairs Brno

SDFI 2016 - conference program

09:05 – 9:10	Conference start – welcome from the conference moderators History, concept, plans Conference focus - „QUALITY AND SPEED“
9:10	Keynote: “Bimodal IT – Mode 2 Evolution Roadmap” Janusz Stankiewicz, POL, Deputy CIO at Credit Agricole Bank Polska SA
9:50	“Agile software development in ITIL driven IT” Igor Dobřický, Head of IT Shared Services, Dixons Retail SSC s.r.o.
10:15	“Ready to become digital” Ivana Hančíková, Director of ICT Services at AVG Technologies CZ
10:40 – 11:00	Coffee break
11:00	"Predictive Analytics and ITSM Reporting Automation" Štěpán Malý, ITSM Global Reporting & Metrics Team Lead , MSD Global Innovation Center
11:30	"What if we don't change at all... and something magical just happens?" or "Don't believe in the brave snakes!" Tomáš Najman, Project Lead at Česká spořitelna, a.s.
12:00	“IT Service Management: Education vs. Experience?” Marek Rychlý, Researcher and Educator, FIT, Brno University of Technology
12:15 - 13:20	Lunch
13:20	“Introduction to IT4Innovations national supercomputing center” Branislav Jansik, Supercomputing Services Director at IT4Innovations, VSB Technical University of Ostrava
13:50	“IT Quality Management” Radovan Fikr, HARTMANN-RICO a.s.
14:20	“Quality of IT services in the eyes of Raiffeisen clients” Linda Bilská, Štěpán Dědek /Raiffeisenbank, Petr Křelina /itSMF CZE
14:55 – 15:10	Coffee break
15:10	“itSMF organization in CZE and SVK, benefits of membership.” Petr Křelina, vice-chairman itSMF CZE Tomáš Hettych, chairman itSMF SVK
15:25	“IT Services in Service Dominant Logic” Leonard Wallezký, Assistant Professor, Service Science, Management and Engineering Programme Masaryk University, Faculty of Informatics
15:40	“Fast & Right IT - Tiered Accountability Process – when the right behaviour drives processes & tools” Ondrej Harman, Enterprise IT Operational Excellence Leader, Honeywell
16:10	Best presentations awards
16:20	Conference summary – invitation to SDFI 2017, 17.5.2017

Speakers of SDFI 2016



Janusz Stankiewicz, POL, Deputy CIO at Credit Agricole Bank Polska SA

Information Technology zealot with strong business acumen. During his IT professional career has been holding various positions from Junior Analyst-Programmer to VP & CIO in various sectors: Financial, Industrial, Information Technology, Science, Public, and Government. Change Agent leading teams to the levels of world-class performance, while leveraging Information Technology tools and solutions for business competitive advantage.

Presentation: “Bimodal IT – Mode 2 Evolution Roadmap”

We are living in the world where “it’s not the BIG that eat the SMALL... it’s the FAST that eat the SLOW [Jason Jennings and Laurence Haughton]”. Therefore “We need to figure out a way to deliver software so fast that our Customers don’t have time to change their minds [Mary Poppendieck]”. This presentation is proposing an evolutionary approach to introduction of Agile-Lean philosophy, values, principles, and practices into command-and-control driven organizations where Information Technology solutions delivery is strongly based on Waterfall SDLC.



Igor Dobřícký, Head of IT Shared Service Center, Dixons Retail SSC s.r.o.

Igor Dobricky has been working as IT manager in Dixons Retail Shared Service Center in Brno. His main focus is to provide service for Dixons group in the UK, specially e-commerce platform development and support, recruitment and service transition to Brno. In the past was the CIO of Czech subsidiary of Volksbank (now Sberbank).

Presentation: “Agile software development in ITIL driven IT”

Agile principles of software development can help to develop faster and closer to business needs. The presentation will show practical examples of implementation of agile principles, its coexistence with ITIL driven change management in environment of large IT organisation supporting e-commerce business.



Ivana Hančíková, Director of ICT Services at AVG Technologies CZ

Ivana is a leader on the power of Digital workplace to transform the way we work.

9 years of IT experience and overall process implementation combined with passion for leadership provides her the ability to find the right people, effectively leverage their talent to deliver innovative solutions and meet the business needs. She is bright individual turning challenges into opportunities, founder of POSHme.cz and currently owner of Freewill designer platform about empowering young talented designers to growth.

Presentation: “Ready to become digital”

Business requirements and technologies are changing from one day to another. We collaborate differently than we used to. We are working from home, from different locations and different time zones. Yes, there is a need for speed. To communicate faster, more effectively by knowing what’s going on anytime, anywhere. Digital workplace is changing our approach to the way we work, communicate and collaborate to deliver innovative services by talented people.

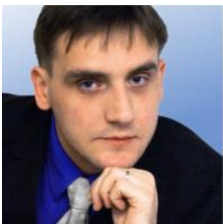


Štěpán Malý, ITSM Global Reporting & Metrics Team Lead , MSD Global Innovation Center

Štěpán started his career in T-Mobile Czech Republic a.s., where he gained his first experience with ITIL processes. In Erste Group Bank AG, his main responsibility was implementation of ITSM Tool and processes in 6 CE countries. After successful finish of the rollout, he applied his experience during various IT Governance projects delivered in Deloitte and currently leads global ITSM Reporting & Analytics function in MSD IT Global Innovation Center, s. r. o.

Presentation: "Predictive Analytics and ITSM Reporting Automation"

Good IT Governance and IT Service Management requires near realtime data and advanced visualization techniques to support effective decision making. Utilizing emerging technologies like Big Data and Graph Databases enables to enhance traditional Service Quality reports with additional data layers and predictive models.



Tomáš Najman, Project Lead at Česká spořitelna, a.s.

In own company (past) as well as in international corporations (currently) I'm trying to join somehow virtual possibilities of IT services and technologies with customer pains, needs and motivation criterias of real people in their real life.

Presentation: "What if we don't change at all... and something magical just happens?" or "Don't believe in the brave snakes!"

A few observations from my paths-through-the-snow to change the corporate culture and their services.



Marek Rychlý, Researcher and Educator, Faculty of Information Technology, Brno University of Technology

Marek Rychlý is an assistant professor at Brno University of Technology, Faculty of Information Technology. He introduced and is teaching IT Service Management courses at the university, with focus on best-practices according to ITIL and COBIT frameworks. Besides the service science, his research interests include component-based and service-oriented architectures, formal description of software architectures and their evolution, functional and quality-driven automatic web services composition and testing, big data and distributed software systems. He authored more than 20 papers in reviewed scientific journals and conference proceedings.

Presentation: "IT Service Management: Education vs. Experience?"

Well-established IT Service Management and IT Governance (ITSM and ITG) frameworks, such as ITIL and COBIT, are trying to pass knowledge of ITSM and ITG in the form of best-practices onto their readers/users. However, simple studying of the best-practices is not often sufficient to adopt them and to embrace the knowledge. In this talk, we will present our approach to education of ITSM and ITG both by studying the frameworks and experiential learning. We will also describe our observations and lessons learned while teaching ITSM and ITG to students who have good theoretical and technical background in IT, but who are lacking in hands-on experience in ITSM and ITG.



Branislav Jansík, Supercomputing Services Director at IT4Innovations, VSB Technical University of Ostrava

Branislav Jansik has obtained his PhD in computational chemistry at Royal Institute of Technology, KTH, Sweden in 2004. He worked on development of computational methods in chemistry research. In 2012 he joined IT4Innovations, the Czech national supercomputing center as a head of supercomputing services. He published a number of papers and co-authored the DALTON electronic structure theory code.

Presentation: "Introduction to IT4Innovations national supercomputing center"

Introduction of the IT4Innovations national supercomputing center, including the supercomputers Anselm, Salomon and the supporting infrastructure. Discussion of the supercomputer use-cases, business model and computational approach will be discussed.



Radovan Fikr, IT Manager, HARTMANN-RICO a.s.

Presentation: "IT Quality Management"

HARTMANN-RICO journey to refocus IT department from IT technology support centre to IT service provider, which is continually improving quality of processes and services. Process of quality management in IT is key driver to deliver better right quality and also measure and demonstrate quality achievements to business.



Linda Bilská, Štěpán Dědek /Raiffeisenbank

Petr Křelina, vice-chairman, itSMF CZE

I dedicated my recent years to the management of IT Governance in banks (Raiffeisenbank, GE Money). I especially enjoyed Service level management. In Raiffeisenbank, I led the implementation and execution of IT process management and I also managed IT financial controlling and IT risk management functions. Currently, I am vice-chairman of itSMF Czech Republic and Principal consultant at Devoteam.



Presentation: "Quality of IT services in the eyes of Raiffeisen clients"

IT Service level management usually serves as a tool aligning IT with business. However, this process may have a much broader impact - it may help the whole company agree on the quality of services which the company (not just IT) delivers to its clients.

This is just what Raiffeisenbank does.



In order to succeed, we had to refuse the way of thinking comfortable for IT. Today we perceive our services through the eyes of real Raiffeisenbank customers. This is the reason why, for example, we do not report the availability of our applications anymore. Now we use quite different metrics... We will share the journey we have passed and we will describe the impact of that journey to IT division, to the whole company and - first of all - to our clients.

Petr Křelina, itSMF CZE

Tomáš Hettych, chairman itSMF SVK

Presentation: "itSMF organization in CZE and SVK, benefits of membership."



Leonard Walletzký, Assistant Professor Service Science, Management and Engineering Programme, Masaryk University, Faculty of Informatics

Presentation: "Services in Service Dominant Logic"

IT services are typical example of the paradigm shift from product to service dominant economy. That opened a new possibilities not only for IT companies, but whole market to contribute on challenge of new business opportunities and ways of synergistic cooperation between entrepreneurs and universities. The aim of the presentation is to show the best practices of such a cooperation and the main results of the applied research, based on value co-creation between Faculty of informatics of Masaryk University and its business partners.



Ondrej Harman, Global IT Operational Excellence Leader, Honeywell

Leading the improvement of Management System, Standardization and Digitalization in the area of Continuous Improvement, Customer Satisfaction, Honeywell Operating System & Knowledge Management in IT.

Presentation: "Tiered Accountability Process – When the right behaviour drives processes & tools to achieve fast & right IT."
