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Why should a project manager understands IT service management

Date	**5th May 2015 (Tuesday)**
Time	2pm – 5pm
Venue	**KPMG Advisory** Level 10, KPMG Tower, First Avenue, 47800 Petaling Jaya, Selangor
Fee	RM20/pax for member RM50/pax for non-member Limited to 20 pax only

As a project manager, have you encountered any compliance issues when you have completed your testing and ready to hand over to operation for full deployment? Do you have any difficulty to communicate to data center managers and his infrastructure/security team?

If you are System Integrator, do you place the Customer's operation team as one of your critical stakeholders? What is your stakeholder engagement strategy? How can we close the gap between Project Management and IT Services Management? **SIG #2/2015 will address bridging the gap.**

We are inviting experienced project managers and operation managers to share with you their experiences, giving you some tips on how to strategize your transition plan, and how to mitigate acceptance risks and manage the operation team expectations.

Join us in this session and understand more:
- Benefits of IT service management
- Why should project manager knows about ITSM?
- Transition planning
- What are the risks to mitigate during transition
- What are the value of ITSM in projects

Agenda	
2:00pm-3:00pm	ITSM Brief
3:00pm-3:15pm	Break
3:15-5:00pm	Experience sharing

RAVINDRAN CHELLIAH
Head of Trainers and Business Consultants

Phang Yong Hiong
Formerly PMO Manager at CSC Malaysia S/B

Lee Nan Phin
Formerly Head of IT of a Financial Institution

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