



# SIA Global Executive Summit for Service Leaders April 23 – 25, 2017

**Venue / Hotel** Paris Las Vegas Hotel  
3655 S Las Vegas Blvd  
Las Vegas, NV 89109  
(702) 946-7000

## AGENDA

### SUNDAY – APRIL 23, 2017

#### *Champagne Ballroom*

**5:00 PM** Registration

**6:30PM** Welcome & Speed Networking  
*Sponsored by FieldNation*

### MONDAY – APRIL 24, 2017

#### *Champagne Ballroom 1*

**8:30 AM – 9:30 AM** Continental Breakfast  
*Sponsored by Amcor Service Solutions*  
**Breakfast with new SIA members & Council**  
*Room TBD*

**9:00 AM – 9:15 AM** Welcome  
*Tom York – Board President, SIA*  
*Claudia Betzner – Executive Director & Summit Chair, SIA*

**9:15 AM – 10:15 AM** Keynote Speaker  
*Christine Tenneson – Director Research Infrastructure, Gartner*

**10:15 AM – 11:15 AM** Break & Networking



- 11:15 AM – 12:15 PM**                      **XaaS: Expanding the “as a Service” Provider**  
*Steve Studley – Managing Director, Trident Computer Resources*  
*Tomas O’Leary – President, Origina UK*
- 12:15 PM – 1:15 PM**                      **Lunch**  
*Sponsored by Park Place Technologies*
- 1:15 PM – 2:15 PM**                      **Social Media Marketing**  
*Josh Leatherman – Director of Marketing, Service Express*
- 2:15 PM – 3:00 PM**                      **Break & Networking**
- 3:00 PM – 4:30 PM**                      **Equity Partner Forum**  
*Ervin Schellenberg – Managing Partner, Capitalmind Financial*
- 6:00 PM – 7:30 PM**                      **Cocktails & Networking**  
*Sponsored by Integrity Global Solutions*

**TUESDAY – APRIL 25, 2017**

***Champagne Ballroom 1***

- 8:30 AM – 9:00 AM**                      **Continental Breakfast**  
*Sponsored by ISS Solutions*
- 9:00 AM – 9:30 AM**                      **State & Vision of the Association**  
*Tom York – Board President, SIA & President, DecisionOne*
- 9:30 AM – 10:30 AM**                      **Protecting Your Business: Repair.org**  
*Bill Boyle – New York Senate*
- 10:30 AM – 12:30 PM**                      **Big Data**  
*Alfried Neitzband – Chairperson*
- 12:30 PM – 1:30 PM**                      **Lunch & Networking**  
*Sponsored by OnForce*
- 1:30 PM – 2:15 PM**                      **Nationalism**  
Facilitator  
*Tomas O’Leary – President, Origina UK*  
Participants  
*Phil Boyle – New York Senate*  
*Ron Belt – Managing Partner, Capitalmind Financial Advisors (NL)*
- 2:15 PM – 2:45 PM**                      **Break & Networking**

**2:45 PM – 3:45 PM**

**Closing Keynote**

*David Houle – Futurist, Thinker, Author of Shift / Transformation: 2017-2037*

*Sponsored by CDE*



**6:00 PM**

**Cocktail & Networking**

**“April in Paris” Chateau Nightclub & Garden**

*Rooftop Paris Resort under the Eiffel Tower (required badge)*

*Sponsored by MainTech*

**7:30 PM**

**Grand Finale Dinner**

*Sponsored by SEI and CSDP*