



SIA Global Executive Summit for Service Leaders April 15 – 17, 2018

Venue / Hotel

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

AGENDA

SUNDAY – APRIL 15, 2018

6:30PM

Welcome & Speed Networking

- *Sponsored by Field Nation & Agile Equity*

MONDAY – APRIL 16, 2018

8:30 AM – 9:00 AM

Continental Breakfast & Break (Champagne Ballroom II)

Breakfast with new SIA members & Board

9:00 AM – 9:15 AM

Welcome

Tom York – Board President, SIA

Claudia Betzner – Executive Director, SIA

Location: Champagne I

9:15 AM – 10:15 AM

Insights

Christine Tenneson – Director Research Infrastructure, Gartner

10:15 AM – 11:15 AM

Break & Networking

11:15 AM – 12:15 PM

eVOLUTION of IT Service – Next Decade

12:15 PM – 1:15 PM

Lunch & Networking (Champagne Ballroom II)

- *Sponsored by Park Place Technologies*

1:15 PM – 2:15 PM	OEM Strategy – Next Decade: Changing Landscape in Competition for Service Solution Providers
2:15 PM – 3:00 PM	Break & Networking
3:00 PM – 4:00 PM	Internet of Things – Strategy Panel
4:00 PM – 4:45 PM	Breakouts
	<i>Equity Partner Forum</i>
	<i>Big Data – Creating Value through Data Mining</i>
6:30 PM – 7:30 PM	Cocktails & Networking

TUESDAY – APRIL 17, 2018

8:30 AM – 9:00 AM	Continental Breakfast & Break (Champagne Ballroom II)
9:00 AM – 9:30 AM	State & Vision of the Association
	<i>Tom York – Board President, SIA & President, DecisionOne</i>
9:30 AM – 10:30 AM	CTO Interview & Discussion
	<i>What are CTOs reviewing in a Service Solutions provider?</i>
	<i>Buyers perspective from a Fortune 500 CTO</i>
10:30 AM – 11:30 AM	Break & Networking
11:30 AM – 12:30 PM	Shipping, Logistics & Supply Chain Management
12:30 PM – 1:30 PM	Lunch & Networking
1:30 PM – 2:30 PM	Right to Repair – Owner’s Rights
	<i>State Senator</i>
2:30 PM – 2:45 PM	Break & Networking
2:45 PM – 3:45 PM	Closing – Growing Your Company
6:30 PM	Cocktail & Networking
	“April in Paris” Chateau Nightclub & Garden
	<i>Rooftop Paris Resort under the Eiffel Tower (Badge required)</i>
7:30 PM	Dinner
	<ul style="list-style-type: none"> ▪ Sponsored by Service Express, Inc. (SEI) and Customer Service Delivery Platform (CSDP)