



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  
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MONDAY – APRIL 16, 2018

8:30 AM – 9:00 AM	Continental Breakfast & Break (Champagne Ballroom II) <i>Breakfast with new SIA members & Board</i>
9:00 AM – 9:15 AM	Welcome <i>Tom York – Board President, SIA Claudia Betzner – Executive Director, SIA Location: Champagne I</i>
9:15 AM – 10:15 AM	Insights <i>Christine Tenneson – Director Research Infrastructure, Gartner</i>
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 
1:15 PM – 2:15 PM	OEM Strategy – Next Decade: Changing Landscape in Competition for Service Solution Providers <ul style="list-style-type: none"> • Martin Hingley, IT Candor UK
2:15 PM – 3:00 PM	Break & Networking
3:00 PM – 4:00 PM	eVOLUTION in Analytics <ul style="list-style-type: none"> • Service Express Team
4:00 PM – 4:45 PM	Breakouts <ul style="list-style-type: none"> • Equity Partner Forum • Improving Efficiencies Session
6:30 PM – 7:30 PM	Cocktails & Networking SPONSORED BY 

TUESDAY – APRIL 17, 2018

8:30 AM – 9:00 AM	Continental Breakfast & Break (Champagne Ballroom II)
9:00 AM – 10:00 AM	State & Vision of the Association <ul style="list-style-type: none"> • Tom York – Board President, SIA & President, DecisionOne
10:00 AM – 10:45 AM	CTO Interview & Discussion Al Pytel – Former Kay Bank CTO <ul style="list-style-type: none"> • What are CTOs reviewing in a Service Solutions provider? • Buyers perspective from a Fortune 500 CTO
10:45 AM – 11:30 PM	Break & Networking
11:30 PM – 12:30 PM	Shipping, Logistics & Supply Chain Management <ul style="list-style-type: none"> • Dave Schauble - Senior Manager, FEDEX Supply Chain

<p>12:30 PM – 1:30 PM</p>	<p>Lunch & Networking</p> <p><i>SPONSORED BY</i></p> 
<p>1:30 PM – 2:00 PM</p>	<p>Right to Repair – Owner’s Rights</p>
<p>2:00 PM – 2:45 PM</p>	<p>Break & Networking</p>
<p>2:45 PM – 3:45 PM</p>	<p>Closing – The 3 “Must” for Leadership Greatness</p> <ul style="list-style-type: none"> • Dan Lier
<p>6:30 PM</p>	<p>“April in Paris” Chateau Nightclub & Garden</p> <ul style="list-style-type: none"> • Rooftop Paris Resort under the Eiffel Tower (Badge required) <p><i>SPONSORED BY</i></p> 
<p>7:30 PM</p>	<p>Dinner</p> <p><i>SPONSORED BY</i></p>  