




# 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	<p>Welcome &amp; Speed Networking</p> <p><i>SPONSORED BY</i></p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>
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## MONDAY – APRIL 16, 2018

8:30 AM – 9:00 AM	<p>Continental Breakfast &amp; Break (Champagne Ballroom II)  <i>Breakfast with new SIA members &amp; Board</i></p>
9:00 AM – 9:15 AM	<p><b>Welcome</b>  <i>Tom York – Board President, SIA</i>  <i>Claudia Betzner – Executive Director, SIA</i>  <i>Location: Champagne I</i></p>
9:15 AM – 10:15 AM	<p><b>Insights</b>  <i>Christine Tenneson – Director Research Infrastructure, Gartner</i></p>
10:15 AM – 11:15 AM	<p><b>Break &amp; Networking</b></p>
11:15 AM – 12:15 PM	<p><b>eVOLUTION of IT Service – Next Decade</b></p>

12:15 PM – 1:15 PM	<b>Lunch &amp; Networking (Champagne Ballroom II)</b> <b>SPONSORED BY</b> 
1:15 PM – 2:15 PM	<b>OEM Strategy – Next Decade: Changing Landscape in Competition for Service Solution Providers</b> <ul style="list-style-type: none"> <li>• Martin Hingley, IT Candor UK</li> </ul>
2:15 PM – 3:00 PM	<b>Break &amp; Networking</b>
3:00 PM – 4:00 PM	<b>eVOLUTION in Analytics</b> <ul style="list-style-type: none"> <li>• Service Express Team</li> </ul>
4:00 PM – 4:45 PM	<b>Breakouts</b> <ul style="list-style-type: none"> <li>• Equity Partner Forum</li> </ul>
6:30 PM – 7:30 PM	<b>Cocktails &amp; Networking</b>  <b>SPONSORED BY</b> 

## TUESDAY – APRIL 17, 2018

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

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