



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 & Speed Networking</p> <p>SPONSORED BY</p> <div data-bbox="516 1129 1047 1255">The logo for Field Nation, featuring a stylized orange 'F' followed by the text "FIELD NATION" in orange.</div> <div data-bbox="1075 1129 1513 1255">The logo for Agile Equity, featuring the text "AGILE EQUITY" in grey with a blue wave icon to the right.</div>
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MONDAY – APRIL 16, 2018

7:30 AM – 8:30 AM	<p>Continental Breakfast & Break (Champagne Ballroom I) <i>Breakfast with new SIA members & Board</i></p>
8:30 AM – 9:00 AM	<p>Welcome <i>Tom York – Board President, SIA</i> <i>Claudia Betzner – Executive Director, SIA</i> <i>Location: Champagne I</i></p>

9:00 AM – 10:00 AM	Insights <i>Christine Tenneson – Director Research Infrastructure, Gartner</i>
10:00 AM – 11:00 AM	Break & Networking
11:00 AM – 12:00 PM	eVOLUTION of IT Service – Next Decade <ul style="list-style-type: none"> • Chris Adams, President <ul style="list-style-type: none"> ○ Park Place • Ron Alvesteffer, President <ul style="list-style-type: none"> ○ Service Express • Ralf Dingeldein, Managing Director <ul style="list-style-type: none"> ○ Technogroup • Mark Nichols, Chief Product Officer <ul style="list-style-type: none"> ○ Curvature • Tom York, President <ul style="list-style-type: none"> ○ DecisionOne Talk Show Host <ul style="list-style-type: none"> • Steve Studley, President, Trident Computer
12:00 PM – 1:00 PM	Lunch & Networking (Champagne Ballroom II) SPONSORED BY 
1:00 PM – 2:00 PM	OEM Strategy – Next Decade: Changing Landscape in Competition for Service Solution Providers <ul style="list-style-type: none"> • Martin Hingley, CEO - IT Candor UK
2:00 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 – 5:00 PM	Breakouts <ul style="list-style-type: none"> • Equity Partner Forum
6:30 PM	Cocktails & Networking SPONSORED BY 

TUESDAY – APRIL 17, 2018

8:30 AM – 9:00 AM	Continental Breakfast & Break (Champagne Ballroom II)
9:00 AM – 9:45 AM	State & Vision of the Association <ul style="list-style-type: none"> • Tom York – Board President, SIA & President, DecisionOne
9:45 AM – 10:00 AM	Break
10:00 AM – 10:45 AM	CTO Interview & Discussion Al Pytel – Former Key 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
12:30 PM – 1:30 PM	Lunch & Networking <i>SPONSORED BY</i> 
1:30 PM – 2:15 PM	Right to Repair – Owner’s Rights <ul style="list-style-type: none"> • Kyle Wiens, President – Repair.org & iFIXIT
2:15 PM – 2:45 PM	Break & Networking
2:45 PM – 3:45 PM	Closing – The 3 “Must” for Leadership Greatness <ul style="list-style-type: none"> • Dan Lier
6:30 PM	“April in Paris” Chateau Nightclub & Garden <ul style="list-style-type: none"> • Rooftop Paris Resort under the Eiffel Tower (Badge required) <i>SPONSORED BY</i> 
7:30 PM	Dinner <i>SPONSORED BY</i>  