



# 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

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### 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)

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1:15 PM – 2:15 PM

OEM Strategy – Next Decade: Changing Landscape in  
Competition for Service Solution Providers

- Martin Hingley, IT Candor UK

2:15 PM – 3:00 PM

**Break & Networking**

3:00 PM – 4:00 PM

**eVOLUTION in Analytics**

- Service Express Team

4:00 PM – 4:45 PM

**Breakouts**

- Equity Partner Forum

6:30 PM – 7:30 PM

**Cocktails & Networking**

**SPONSORED BY INTEGRITY GLOBAL SOLUTIONS**

## **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**

- Tom York – Board President, SIA & President, DecisionOne

9:30 AM – 10:30 AM

**CTO Interview & Discussion**

- What are CTOs reviewing in a Service Solutions provider?
- Buyers perspective from a Fortune 500 CTO

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**

- State Senator

2:30 PM – 2:45 PM

**Break & Networking**

2:45 PM – 3:45 PM

**Closing – Growing Your Company**

6:30 PM

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

- Rooftop Paris Resort under the Eiffel Tower (Badge required)

**SPONSORED BY MAINTTECH**

7:30 PM

**Dinner**

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