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**SIA Global Executive Summit for Service Leaders**

**April 15 – 17, 2018**

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

**AGENDA**

**SUNDAY – APRIL 15, 2018**

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| **6:30PM** | **Welcome & Speed Networking**  ***SPONSORED BY*** |
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**MONDAY – APRIL 16, 2018**

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| **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** |

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| **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**   * 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*** |

**TUESDAY – APRIL 17, 2018**

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| **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**   * Dave Schauble - Senior Manager, FEDEX Supply Chain |
| **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 – The 3 “Must” for Leadership Greatness**   * Dan Lier |
| **6:30 PM** | **“April in Paris” Chateau Nightclub & Garden**   * Rooftop Paris Resort under the Eiffel Tower (Badge required)   ***SPONSORED BY*** |
| **7:30 PM** | **Dinner**  ***SPONSORED BY*** |

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