**AGENDA**

**Thursday, October 10th**

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| **Location** | **Plaza del Ayuntamiento, 1****28760 Tres Cantos MADRID** |

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| **8:30AM** | **Transportation from Hotel (Exe Plaza) to Plaza del Ayuntamiento**Meet in front of hotel  |
| **9:30AM**  | **Registration & Networking**Sponsored byA picture containing clipart  Description automatically generated |
| **10:00 AM** | **City Mayor & COS Global President Speech** |
| **10:30 AM** | **SIA Welcome Message** * Jerry Edinger, CFO
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| **11:00 AM** | **Economic Impact Assessment report of ICT secondary market in Europe*** Jan Hoogstrate, Executive Director – Free ICT Europe Foundation
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| **12:00 PM** | **Coffee Break & Networking**Sponsored byA picture containing clipart  Description automatically generated |
| **12:30 PM** | **Service Trends, Vendor Strategies and How As-A-Service Works: What Support Providers Can Expect in the Next 1-3 Years**Rob Brothers, Program VP Datacenter & Support Services at IDC |
| **1:30 PM** | **COS Global Presentation, Company Showcase** |

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| **2:00 PM** | **SIA Closing Remarks** * Jerry Edinger, CFO
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| **2:30 PM** | **Lunch & Networking**Sponsored byA picture containing clipart  Description automatically generated |
| **4:00 PM** | **COS Global Services Facility Tour** |
| **5:00 PM** | **Networking, Wine & Cheese**Sponsored byA picture containing clipart  Description automatically generated |
| **6:00 PM** | **Transportation to Hotel (Exe Plaza)** |
| **8:00 PM** | **Transportation from Exe Plaza to Puerta57**Meet in front of hotel |
| **8:30 PM** | **Dinner** Puerta57Estadio Santiago BernabeuCalle de Padre Damian28036 MADRID**Cost of ~ 77€ / US$88 per person.** **RSVP BY OCTOBER 3RD*****Please inform Patricia Oponski patricia.oponski@servicenetwork.org whether you plan on attending*.**  |