

Global Executive Summit

March 22 – 24, 2020



Venue / Hotel Caesar's Palace Las Vegas Hotel & Casino
 3570 S. Las Vegas Boulevard
 Las Vegas, NV 89109
 Tel. 866-227-5938

AGENDA

Sunday, March 22nd

Time	Session	Location
6:30pm – 8:00pm	Welcome Reception 	Florentine I & II

Monday, March 23rd

Time	Session	Location
7:30am – 8:30am	Continental Breakfast & Break 	Florentine I & II
8:30am – 9:15am	Welcome <ul style="list-style-type: none"> Tom York, SIA Chairman 	Verona
9:15am – 10:15am	Managed Support Services <ul style="list-style-type: none"> Rob Brothers, Program VP Datacenter & Support Services IDC 	Verona
10:15am – 11:15am	Break & Networking	Florentine I & II
11:15am – 12:00pm	How to Measure the Airspeed Velocity of an Unladen Swallow: African or European - Finding and Measuring What Really Matters <ul style="list-style-type: none"> Jake Blough, Chief Technology Officer Service Express 	Verona
12:00pm – 1:00pm	Lunch & Networking 	Florentine I & II
1:00pm – 2:15pm	Third Party Maintenance Trends <ul style="list-style-type: none"> Christine Tenneson, VP Analyst & TPM Thought Leader Gartner 	Verona
2:15pm – 3:30pm	Break & Networking	Florentine I & II
3:30pm – 4:00pm	How Does Worldwide Hybrid Maintenance Work and What are the Advantages <ul style="list-style-type: none"> Rainer Waiblinger, Head of Managed Services K&P Computer Services 	Verona



TUESDAY, MARCH 24TH

Time	Session	Location
8:00AM – 9:00AM	Continental Breakfast & Networking 	Florentine II
9:00AM – 9:30AM	State of the Association <ul style="list-style-type: none"> SIA President 	Verona
9:30AM – 10:30AM	State of the Freelancer Market <ul style="list-style-type: none"> Jeff Wald, Co-Founder & President WorkMarket, an ADP Company 	Verona
10:30AM – 11:30AM	Break & Networking	Florentine II
11:30AM – 12:30PM	Up and To the Right - Growth and Scale for Your Business <ul style="list-style-type: none"> Ron Alvesteffer, President & CEO Service Express 	Verona
12:30PM – 1:30PM	Lunch & Networking 	Florentine II
1:30PM – 2:30PM	Away is a Place: Ethical Management of Obsolete Electronic Hardware <ul style="list-style-type: none"> Jim Puckett, Executive Director & Founder Basel Action Network (BAN) 	Verona
2:30PM – 3:30PM	Changing European Legislative Initiatives and How They Can Help SIA Members Globally <ul style="list-style-type: none"> Tomas O'Leary, CEO & Co-Founder Origina 	Verona
6:30PM – 7:30PM	Cocktails & Networking <ul style="list-style-type: none"> Rooftop Paris Resort under the Eiffel Tower Badges Required 	Chateau Nightclub & Garden
7:30PM – 10:30PM	Grand Finale Dinner 	Chateau Nightclub & Garden