



## Infrastructure Simplification and Best Practices for System z Service Management Toronto Seminar Agenda

- 8:15 am Registration and Continental Breakfast
- 8:30 am Introduction
- 8:45 am Infrastructure Simplification  
*Jim Elliott, Advocate for Linux, Open Source & Virtualization, Manager System z/OS*
- 9:30 am System z Technology Update  
*Ellen Carbarnes, System z9 Product Marketing*
- 10:15 am Break
- 10:30 am IT Service Management Update  
*Joe Taranta, Senior IT Specialist , Tivoli Performance Automation*
- 11:15 am It's Time to Take Control of your Infrastructure  
*Jim Elliott, Advocate for Linux, Open Source & Virtualization, Manager System z/OS*
- 11:45 am Lunch
- 12:15 pm Managing Service Execution  
*Dennis Sample, Manager of High Availability and Workload Product Management*
- 1:00 pm Ensure Service Delivery  
*Dennis Sample, Manager of High Availability and Workload Product Management*
- 1:45 pm Break
- 2:00 pm Enhance Your IT Compliance  
*John Katsos, Tivoli IT Specialist, Business Automation ITS, Americas Techworks*
- 2:45 pm Improve Problem and Incident Management  
*Joe Taranta, Senior IT Specialist , Tivoli Performance Automation*
- 3:30 pm Closing Remarks

Presentations are available for download at <http://www.ibm.com/software/zseries/zseminars/handouts>

