

Infrastructure Simplification and Best Practices for System z Service Management Washington DC Seminar Agenda

- 8:15 am Registration and Continental Breakfast
- 8:30 am Introduction
- 8:45 am Infrastructure Simplification
Rory Canellis, System z9 Marketing Content Manager - Product differentiation
- 9:30 am System z Technology Update
Ed Gauthier, Linux for zSeries Marketing
- 10:15 am Break
- 10:30 am IT Service Management Update
Joe Means, Consulting IT Specialist, Tivoli Americas
- 11:15 am It's Time to Take Control of your Infrastructure
Rory Canellis, System z9 Marketing Content Manager - Product differentiation
- 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 Means, Consulting IT Specialist, Tivoli Americas
- 3:30 pm Closing Remarks

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

