



**HDI Regina Conference
IT Service & Technical Support
November 24, 2011**



For more information and the registration link visit:
<http://www.hdiregina.com>

Hay Group • SaskGaming • SCM Solutions • CGI
CA • Art of Change • MicroAge • HDI



Charting Your Course

HDI Regina Conference Agenda

November 24, 2011

CONVENTION HALL – Conexus Arts Centre

7:30am - 8:15am	Breakfast/Registration
8:15am - 8:30am	Opening Remarks
8:30am - 9:30am	Opening Keynote: Leadership That Gets Results <i>Brent Pederson, Hay Group</i>
9:40am - 10:40am	Break-out Sessions (choice of one) Session 101: “Developing the role and profile of the Service Desk in corporate culture” <i>Terry Rotheisler, SaskGaming</i> Session 102: Process Automation: Business drivers for automating processes, benefits, implementation and case studies. <i>Warren McCall, SCM Solutions Inc.</i> Session 103: Three R’s of ITIL <i>Donna Anderson, SaskGaming</i>
10:45am - 10:55am	Break
11:00am - 12:00pm	Break-out Sessions (choice of one) Session 201: Knowledge Management and Knowledge Centre Support (KCS) <i>Kristy Hourd, CGI</i> Session 202: Preparing and Getting Ready for Cloud Computing. <i>Peter Anderson, CA Technologies</i> Session 203: Configuration and Asset Management: Explore the complimentary and conflicting needs of these two processes. <i>Dwight Kayto, Art of Change</i>
12:00pm - 12:45pm	Lunch / Networking / Vendor Fair
12:45pm - 3:00pm	Workshops (choice of one) Session 301: Customer Care 101: “Winning with service excellence” <i>Gloria Obrigewitsch, GCO Consulting</i> Session 302: Office 2010 Migration Issues and Headaches <i>Rus Clarke, MicroAge</i> Session 303: Leadership That Gets Results: The Sequel! <i>Brent Pederson, Hay Group</i>
3:00pm - 3:10pm	Break
3:15pm - 4:15pm	Closing Keynote: The Art and Science of Support <i>Katherine Lord, HDI Faculty</i>
4:15pm - 4:30pm	Closing Comments, Draws & Wrap-Up