

Agenda:

9.00 - 9.30 Registration

9.30 - 9.45 Welcome speech, Mr. Fahrudin Orucevic, President itSMF BiH

9.45 - 10.15 "CROZova iskustva u prakticnoj primjeni ITSMa u Hrvatskoj", Mr. Bojan Koprivic, Voditelj odjela za infrastrukturna rjesenja, CROZ d.o.o. Zagreb

10.15 - 10.30 Cognita presentation, Mr. Sasa Dunic, Cognita d.o.o. Zagreb

10.30 - 10.45 ITSM Center presentation, Mr. Rok Sajovic, itSM Center d.o.o. Ljubljana

10.45 - 11.00 Coffee break

11.00 - 11.30 Hewlett Packard/ Hermes SoftLab Sarajevo - sinergija, case studies

11.30 - 12.00 IBM Services Management, Mr. Bostjan Gabrijelcic, Prodajni predstavnik za Tivoli, IBM Slovenia

12.00 - 12.30 ITIL & ITSM Oracle Suite, Mr. Domogoj Markovina, Oracle

12.30 - 13.00 Introducing The Azure Services Platform, Mr. Alen Zulic, Services Manager, Microsoft BiH

13.00 - 13.30 Lotus, Mr. Milan Semen, Marmis d.o.o. Ljubljana

13.30 - 13.45 "Upotreba IT tehnologija u svrhu tržišnog komuniciranja", Invento Media Group

13.30 - 14.30 Launch