

**“Management of Services
through Information Systems
as a Business Enabler”**

Thursday 08/12/2016, 6p.m. – 8p.m.

Room 300 (2nd floor, Stasinopoulou – Glass Building), Panteion University.

AGENDA

1. Passas Stamatis, COBIT5F, ITILF

Group IT Governance Division, National Bank of Greece
MSc, MBA, PhD Candidate – Public Administration Department

IT Standards & Frameworks @ a Glance (The road to maturity)

2. Papoulias George, ITIL expert, CGEIT, PRINCE2 Practitioner, CISA, CRISC, COBIT5F

Group IT Governance Division, National Bank of Greece
Vice President of ITSM Forum Hellas

Enterprise Service Management (ESM): E SM = (Business + IT) SM

3. Maroukian Krikor, ITIL, PMBOK, TOGAF

Sr IT Service Management Consultant, Microsoft Greece, Cyprus & Malta (CEE Region)
President of ITSM Forum Hellas

At the Service of Digital Transformation

4. Alefantos Tassos, CISA, ISO20000 Auditor, CRISC

General Director of IT Infrastructure Services & Support Division SingularLogic
Founder & International Representative of ITSM Forum Hellas

Customer Experience: An 8 Ingredient Recipe

5. Filos John, CIA, CFE

Assoc. Prof. Auditing & International Standards – Public Administration Department

6. Discussion

FREE ADMISSION

CERTIFICATIONS OF ATTENDANCE WILL BE ISSUED