

IEEE Computer Society Madras Chapter joins with SPIN Chennai

In cordially inviting you for a presentation on

Implementation of IT Service Management and Asset Management using ITIL -- A practitioner's approach!

By

Mr. Dinesh Ganesan

Vice-President – Internal IT Infrastructure, Hexaware

On Sat, 20th Feb 2016 from 9.30 a.m. to 12 noon.

At Conference Hall, Alumni Centre, Anna University, College of Engineering, Guindy, Chennai

Abstract of the talk: The session would focus on applying the various concepts of ITIL to IT Service Management and IT Asset Management deployment in an organization. Typically, the roll out of IT Service Management and Asset Management is a change management initiative in an organization, resulting in improved end user satisfaction and increased savings to the organization. The usage of SLAs and OLAs among the various functions brings in better transparency and accountability among all stakeholders and a healthy competition to pursue excellence is built. Tracking of IT Assets from procurement to retirement using IT Asset Management results in checking pilferage and better accountability of the purchases made. This results in manifold gains for an organization.

Prior registration is mandatory for logistic reasons. Pl. register at <https://goo.gl/xDRRNB> to confirm your participation.

SPIN Chennai and other supporting organizations such as ISACA, IEEE and CSI – Chennai Chapter members can avail this session @ free of cost.

Non-members of SPIN may pay Rs. 500/- and avail the full year membership...!