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WORK at LIGHTSPEED

Modern Service Delivery in State & Local Government

JASON FINNEY
Vice President, US | Healthcare, Higher Education, Government

WANDA BURGAMY
SLED Program Manager
ServiceNow

RENEE EVANS *ITSM Product Owner, State of Ohio*
NORM JOHNSON *Service Level Manager, State of Utah Dept. of Technology Services*
BOBBIE SINGH *Manager, IT Services, CalPERS*
PAUL WILLIAMSON *Director of IT Infrastructure, Maryland Judiciary*

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Agenda

- Introductions
- Panel Discussion
- Q&A
- Wrap-Up

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Distinguished Panel – State & Local Government

Renee Evans
ITSM Product Owner
State of Ohio

Bobbie Singh
Manager, IT Services
CalPERS

Norm Johnson
Service Level Manager
State of Utah

Paul Williamson
Director of IT Infrastructure
Maryland Judiciary

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Wed, May 10, 2:40 PM – 3:30 PM

SIG Bingo!

Networking for Government

Please join us for a fun session designed for attendees in government to network, share best practices and lessons learned.

W314AB, West Concourse, Level III

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Wednesday Sessions Delivered by Leaders in Government

Time	Session ID	Session Title	Presenter	Presenter Title	Company
11:40 AM – 12:30 PM	BRP4301	Panel: Government Services at Lightspeed During Transition	Bob Osborne	CTO, Federal	ServiceNow
			Kathy Warnaar	Mgr, Performance Achievement	USPS
			Jared Struchtemeyer	Project Manager	US Navy
			Tony Summmerlin	Senior Strategic Advisor	FCC
1:30 PM – 2:20 PM	BRP4287	Panel: Knowledge Management	Panel includes Victor Zhu	ITSM Coordinator	Halifax Regional Municipality
2:40 PM – 3:30 PM	SIGN132108	SIG Bingo! Government Networking	Wanda Burgamy	SLED Program Manager	ServiceNow
2:40 PM – 3:30 PM	BRE4133	Everything as a Service for CERN Physicists!	Eric Lienard	Business Analyst	CERN
3:50 PM – 4:40 PM	BRE4183	What Makes Us So Special? Story about staying true to best practices by challenging the organization	Kipling Morris	Manager, Infrastructure Services and Operations	City of Tacoma
3:50 PM – 4:40 PM	BRE4361	Attracting the Business by Delivering Transformative Solutions with ServiceNow at USPS	Glyn Tomkins	ITSM Exellence Director	USPS
			Nathan Bost	ITSM Team Lead	
3:50 PM – 4:40 PM	BRE3985	How enterprise service management enabled significant savings in the operations of our hotels	Reinoud Martens	GS Service Manager	CERN
5:00 PM – 5:50 PM	BRE4144	Integrating IT service suppliers – Our way to common requirements and integrated service delivery	Mats Onnestam	Services and Configuration Mgr	European Space Agency

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Thought Leadership Opportunities

Interested in working with ServiceNow on a case study or white paper?

If so, please contact:

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Take the Survey

Please take a moment to complete a session survey in the Knowledge17 app.

Thank You

Wanda Burgamy

SLED Program Manager

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