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WORK at LIGHTSPEED™

Modern Service Delivery in State & Local Government

WANDA BURGAMY
SLED PROGRAM MANAGER
ServiceNow

BOBBIE SINGH *Manager, IT Services, CalPERS*
PAUL WILLIAMSON *Director of IT Infrastructure, Maryland Judiciary*
RENEE EVANS *ITSM Product Owner, State of Ohio*
DASA MARTIN *Portal Solutions Innovation Manager, State of Tennessee*

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Agenda

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

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Distinguished Panel – State & Local Government



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Manager, IT Services
CalPERS



RENEE EVANS
ITSM Product Owner
State of Ohio



PAUL WILLIAMSON
Director of IT Infrastructure
Maryland Judiciary



DASA MARTIN
Portal Solutions Innovation Manager
State of Tennessee

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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 – Join us for a fun session designed for attendees to share best practices and lessons learned!			
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	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	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	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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Thank You

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Thank You

Wanda Burgamy

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