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WORK at LIGHTSPEED™

# Financial Services Panel Discussion


**MODERATOR**

*CHRIS POPE, OFFICE OF THE CSO*
ServiceNow

**PANELISTS**

*Jim Sansevero,* Citigroup
*Raphael Ferguson,* Morgan Stanley
*Chris Stygles,* MetLife
*Joanna Goldsmith,* Credit Suisse


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# Financial Services Industry Leaders – Modernizing & Innovating ITSM

## Lowering Costs



Demonstrating the benefits and cost effectiveness of IT cloud initiatives to business units

## Exploring AI



Investigating and implementing applications for Artificial Intelligence (AI)

## Mitigating Risk



Reducing business impacting events by ensuring ITSM processes are available and responsive

## Speeding Time To Market



Building and launching an efficient roll-out of ITSM to the lines of business

## Responding to Service Outages



Ensuring resources are enabled to solve the outage and communicating to the lines of business

## Providing Regulatory Transparency



Proving IT is part of the regulatory and compliance solution


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# Distinguished Panel



Jim Sansevero
*Senior Vice President*
*Global Engineering Lead for IT Service Management Tools*
Citigroup



Joanna Goldsmith
*Vice President*
*Global Head of Service & Product Management*
Credit Suisse

Morgan Stanley

Raphael Ferguson
*Vice President*
*Development Manager, IT Service Management*
Morgan Stanley



Chris Stygles
*Principal, Service Management*
MetLife

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# Q & A

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# Financial Services - Knowledge BINGO

- Everyone wins!
- Engage in a fun, casual and productive conversation with peers in Financial Services
- Share best practices and lessons learned
- TUESDAY, May 9, 3:50 PM – 4:40 PM
- Room W314 AB
- Sponsored by the ServiceNow Special Interest Group (SIG) for Financial Services


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# Next Sessions Delivered by Financial Services Industry Leaders

| Day | Time | Session ID | Session Title | Presenter | Company |
|---|---|---|---|---|---|
| Tuesday | 11:40 AM – 12:30 PM | BRE3992 | Operations Ticketing: Unifying Cross Divisional Service Delivery through Enterprise Service Management | Dan Lacurezeanu<br>Roland Stixenberger | Swiss Re |
| | | SPOS132358 | How Fannie Mae is Solving Real Enterprise Problems with Intelligent Workflows for Game-Changing Results | Raghu Bellary<br>Srinivas Upadhyaya | Fannie Mae |
| | | BRE3989 | Techniques From The New York Stock Exchange (ICE) On How To Manage A Custom Development Team | Bretlan Fletcher | Intercontinental Exchange \| NYSE |
| | | SPOS132031 | One Portal To Connect Them All | Toby Alcock | Deutsche Bank AG |
| | | CCB3929 | ServiceNow on GOOD Mobile: Containerizing the ServiceNow Experience | Tom Denver | TIAA |

## More Financial Services sessions throughout Tuesday, Wednesday and Thursday

- Search “Financial Services” in the Knowledge17 Session Builder


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# Thought Leadership Opportunities

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

If so, please contact

Laurie Ehrbar

Global Marketing Director, Financial Services

laurie.ehrbar@servicenow.com

917.328.8360



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# Thank You

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# Take the Survey

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

# Thank You

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**Chris Pope**

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# Thank You

**Chris Pope**

*Office of the CSO*

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