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WORK at LIGHTSPEED™

Healthcare at Lightspeed

MODERATOR:
CHRISTOPHER KILLION
MANAGER SOLUTIONS CONSULTING
ServiceNow

PANELISTS
DAVID HESS, *Senior Systems Architect – IT Service Delivery,* Intermountain Healthcare
ROBERT LARRABEE, *Director of IT Operations, Information Technology ,* St. Luke's University Health Network
DAVE LAUER, *Manager IT Service Management,* Ohio Health
STEVEN TISDALE, *Enterprise Applications Manager* – Wake Forest Baptist Health

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Agenda

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

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Distinguished Panel – Healthcare



Christopher Killion
Manager Solutions Consulting
ServiceNow



David Hess
Senior Systems Architect –
IT Service Delivery
Intermountain Healthcare



Robert Larrabee
Director of IT Operations,
Information Technology
St. Luke's University Health Network



Dave Lauer
Manager, IT Service Management
Ohio Health



Steven Tisdale
Enterprise Applications Manager
Wake Forest Baptist Health

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Upcoming Sessions Delivered by Leaders in Healthcare

DAY	TIME	SESSION ID	SESSION TITLE	PRESENTER	PRESENTER TITLE	COMPANY
Tues	3:50 PM – 4:40 PM	SPOS132359	5 Strategies from Intermountain Healthcare's MIM Playbook: A Peek into Creating IT Engagement	Will Young	Service Management Process Owner	Intermountain Healthcare
Wed	2:40 PM – 3:30 PM	BRE4075	Engage Stakeholders through Request, Demand, Project and SDLC	Gly Tomkins Nathan Bost	ITSM Excellence Director ITSM Team Lead	Duke Health
Wed	5:00 PM – 5:50 PM	BRE4168	Service Portfolio, Service Catalog, and Requests: The What, How, and Why	Gly Tomkins Nathan Bost	ITSM Excellence Director ITSM Team Lead	Duke Health
Thurs	9:00 AM – 9:50 AM	BRE131867	Keeping House – Device Compliancy at Ascension	Aubrey Tribble	Solutions Development Senior Analyst	Ascension Information Services
Thurs	10:10 AM – 11:00 AM	BRE4074	Enabling Complimentary Module Integration for the Project Management Lifecycle	Jared Van Doorn Jim Taylor	VP, IT Service Desk Operations System Administrator	Consulate Healthcare
Thurs	10:10 AM – 11:00 AM	BRE4154	Managing Your Managed Service Provider Relationships	Katherine Porter Ryan Pross Kevin Dailey	IT Manager IT Systems Analyst IT Unite Head	Mayo Clinic

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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

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