knowledge17

WORK at LIGHTSPEED™

The Future of ITSM from Industry Visionaries

GARRICK A. VANCE
Senior Product Manager,
ServiceNow

JOHN LEE
Head of Innovation,
Toronto Stock Exchange

EUGENE CHUVYROV
Senior Cloud Architect,
Microsoft

STEVE TUTTLE
ITSM Leader,
American Express

MARK HULL
Senior Product Manager,
Swiss Re

servicenow

© 2017 ServiceNow All Rights Reserved

Distinguished Panel – The Future of ITSM from Industry Visionaries

Moderator



Garrick A. Vance

Senior Product Manager, *ITSM*
ServiceNow



Steve Tuttle

ITSM Leader
American Express



John Lee

Head of Innovation
Toronto Stock Exchange



Eugene Chuvyrov

Sr Cloud Architect
Microsoft

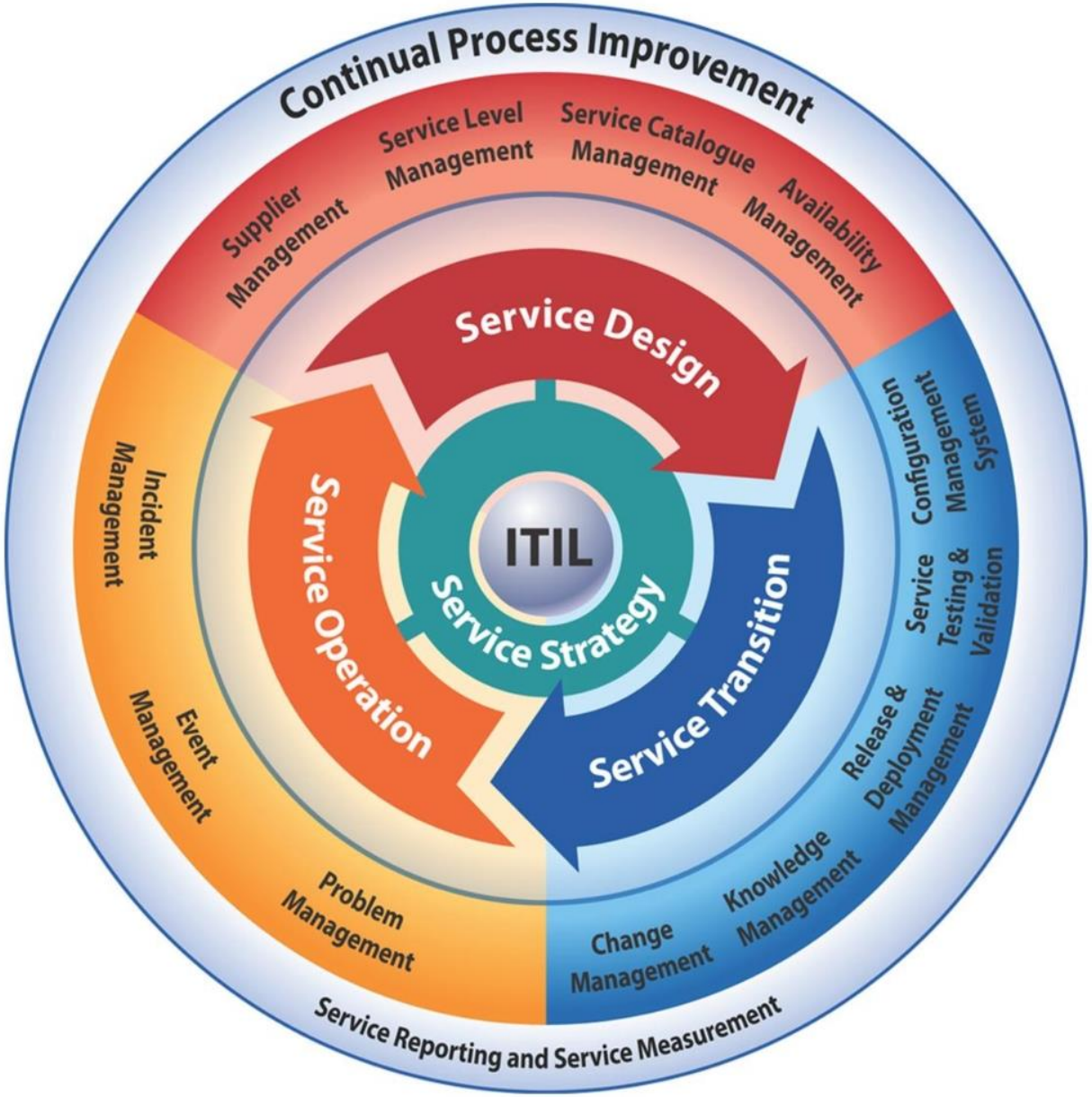


Mark Hull

Senior Product Manager
Swiss Re

Logos shown are trademarks or registered trademarks of their respective owners and not ServiceNow

© 2017 ServiceNow All Rights Reserved



© 2017 ServiceNow All Rights Reserved

Session Overview



Objectives

- With so many rapidly advancing technologies like machine learning, artificial intelligence, and automation it's hard to know what is noise and what provides value. We are going to examine the future of ITSM for what's working, what's not, and the application of existing process in light of new technologies



What You Will Learn

- Learn about process guidance, new technologies, of future of ITSM
- Hear a variety of perspectives for industry leaders in innovation, ITSM expertise, and thought leadership
- Interact with the panelists in the Q&A portion of the session

© 2017 ServiceNow All Rights Reserved

Q & A

GARRICK A. VANCE
Senior Product Manager,
ServiceNow

JOHN LEE
Head of Innovation,
Toronto Stock Exchange

STEVE TUTTLE
ITSM Leader,
American Express

© 2017 ServiceNow All Rights Reserved

Take the Survey

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

Thank You

© 2017 ServiceNow All Rights Reserved