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WORK at LIGHTSPEED™

Modernizing Services to Improve the Campus Experience

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SLED Program Manager
ServiceNow

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CHRIS JONES *Director of IT Services, University of Oklahoma*
BUTCH JUELG *CTO, Lone Star College System*
PETER MORGAN *Academic Services, University of Melbourne*
KAREN WARREN *Deputy CIO, Wesleyan University*

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Agenda

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

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Distinguished Panel – Higher Education



Butch Juelg
Associate Vice Chancellor,
Technology Services
Lone Star College



Chris Jones
Director,
Information Technology
University of Oklahoma



Peter Morgan
Product Owner,
CAPS Academic Services
University of Melbourne



David Duckett
Assistant Dir, Continuous Improvement
Virgina Tech



Karen Warren
Deputy CIO
Wesleyan University

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Today's Afternoon Sessions Delivered by Leaders in Higher Education

Time	Session ID	Session Title	Presenter	Presenter Title	Company
12:30 PM – 1:30 PM	BRP4287	Table Talk: ServiceNow Internet2 Partnership	Wanda Burgamy Matthew Buss	SLED Program Manager Program Manager, NET+SaaS	ServiceNow Internet2
1:30 PM – 2:20 PM	BRE4133	The Urinal Fly as an Agent of Change: Realizing ServiceNow in a Higher Education Institution	Chris King	Asst. Director, Technology Support Services	NC State University
2:00 PM – 2:20 PM	BRE4361	TheaterNow: ServiceNow for Higher Ed: Addressing Complex Customer Relationships	Andrew Wilcox	Senior Consultant	Deloitte Consulting, LLP
2:40 PM – 3:30 PM	BRE4183	Knock Out Your Wiki with Knowledge	Kipling Morris	Manager, Infrastructure Services and Operations	City of Tacoma
2:40 PM – 3:30 PM	BRE3985	Moving from Vulnerability Assessment to Vulnerability Management	Jeff Battaglino	Director, Technical Services & Support, Compliance & Security	Seton Hall University
5:00 PM – 5:50 PM	BRE4144	Taking the Plunge: One University's Journey to CMDB	Sharon Valerio	Director, IT Customer Service	University of Denver

And many more! Search on "Education & Research" in the Knowlege17 Agenda Builder

Wed, 11:40 AM – 12:30 PM SIG Bingo! Networking for Higher Education

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

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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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Higher Education & Government
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Thank You

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Thank You

Wanda Burgamy

SLED Program Manager

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