

Packed schedule for SDITS

London, UK – 16 March: Over 100 educational seminars, workshops, panel discussions, keynote sessions and ‘hot-topic’ roundtable events are promised at this year’s Service Desk and IT Support Show.

Staged on 27-28 April 2010 at Earls Court, London, SDITS is Europe’s largest IT service management event, and is organised by VCM Events.

Breakfast briefings and keynote topics this year include:

- ‘Mind the gap’, a discussion about the gap between the services delivered by a service desk and those a business really needs. A free white paper is available for all participants;
- ‘10 killer metrics – what are they and why?’; and
- ‘Work smarter not harder! Practical solutions for the IT service desk’.

Seminar highlights include:

- ‘Don’t call ITIL! Comet shines with ‘common sense’ – Rob Gwatkins, IS service desk manager at the retailer Comet explains how to introduce ITIL and improve IT’s reputation within the organisation;
- ‘The essential steps for setting up a new service centre’ – Owen Powell, IT director, Arts Council, talks about the importance of planning, recruitment, knowledge, processes, software and communication, based on his own recent experience of a centralisation project.
- ‘Power to the people’ – Paul Gibbons, technology support manager at BBC Monitoring discusses his organisation’s recent ITIL implementation.

The official show & product guide for the Service Desk & IT Support Show is produced by Publishing Events. Available free to every visitor, the “stretched A5”

format publication is the only media available on the day that includes the full programme of workshops and panel discussions, a buyer's guide, the floorplan, exhibitor profiles and details on over 250 products and services.

For more information about the show, visit www.servicedeskshow.com. To discuss promotional opportunities in the show and product guide, call Caroline Warrick on 020 7841 5962, email c.warrick@publishingevents.com.

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