



The British Computer Society ABERDEEN BRANCH

ITIL and Change Management

Wednesday 6th February. 2013, 18:30 – 19.30

Room C47, The Robert Gordon University,
St. Andrew's Street, Aberdeen AB25 6HG

Synopsis

What is the Information Technology Infrastructure Library (ITIL) and Change Management and how can it help deliver value to the business? Chris Siwek will provide an overview demonstrating why industries are choosing to adopt this Service Management best practise to manage risk effectively.

About the speaker



Chris Siwek is a Business Analyst, specialising in process improvement, and is a member of the ITIL Service Management Team for Baker Hughes. He has over ten years' experience in IT with various roles including managing Client Services for the UK and Russia and Caspian Region, Application and Service Desk Support. A certified Expert in ITIL Service Management, he is passionate for leveraging industry best practise for tangible business results.

Directions to RGU <http://www.rgu.ac.uk/contact/find-us/how-to-find-us/how-to-find-us>
Click on Campus Map: St. Andrew's Street is part of the RGU City Centre Campus.

CAR PARKING Parking in Denburn car park, near Woolmanhill. Meeting should finish before 8pm (start of overnight charge).

This talk is **FREE** is all members and non-members. Refreshments available from 18:00.

BCS branch website: <http://aberdeen.bcs.org/>