



Bedford Branch



Configuration & Software Asset Management



Richard Josey

Tuesday, 17th January 2017

6.30-8.00pm

(Registration starts at 6:30pm)

Tavistock Suite

**The Park Inn Hotel, 2 St Mary's Street,
Bedford MK42 0AR**

(Free Parking at the rear – Inform Hotel Reception)

Register online at:

<https://events.bcs.org/book/2389/>



Rory Canavan

We live in a constantly changing world, where complex service delivery strategies require a foundation of accurate IT Asset and Configuration Data to help manage operational, financial, legal and compliance risk as well as support effective management decision making.

The twin disciplines of IT Asset Management and Configuration Management play a critical role in enabling effective service design, transition and operations, maximising the return on Richard Josey and Rory Canavan from the Configuration Management Specialist Group, who will do a joint presentation to explain how Service Asset & Configuration Management (in ITIL-speak) work together to support IT Service Delivery.

Richard Josey has over 15 years' experience in Service Management. His consulting has helped drive many organizations in their efforts to implement and imbed mature service management processes. This has comprised of numerous Incident, Request, Problem, Change, Configuration and Release Management processes, in a variety of environments. Richard works as Lead ITSM Solution Architect for Thebes Group.

Richard is the chair of the BCS Configuration Management Specialist Group (CMSG), a committee member of the BCS Service Management Specialist Group (SMSG). He speaks regularly at a number of industry events including BCS, itSMF and Gartner conferences, as well as a number of webcast and webinars.

With a technical background in business and systems analysis, **Rory Canavan** has a wide range of first-hand experience advising numerous companies and organisations on the best practices and principles pertaining to software asset management. This experience has been gained in both military and civil organisations, including the Royal Navy, Compaq, HP, the Federation Against Software Theft (FAST) and several software vendors. More recently, Rory became a board member of ITAMOrg and also a member of WG21 - the working group charged with designing and promoting the ISO 19770 family of standards pertaining to Software Asset Management.

Agenda

6.30pm

Registration, refreshments and networking

7.00pm

Guest Speakers – Richard Josey & Rory Canavan

8.00pm

Opportunity to network and talk to the speakers