

Mastering CSDM & CSM

Boost your service delivery

AGENDA & EVENT INFO

Amsterdam, 30-November 2022

10:00 AM – 16:30 PM



LOCATION

- *This live event will take place at a beautiful location just outside Amsterdam. We wanted to create a personal atmosphere where we can discuss important topics in an informal setting.*

Address: DIJKS AMSTERDAM, Kanaaldijk 119, 1454 AE Watergang

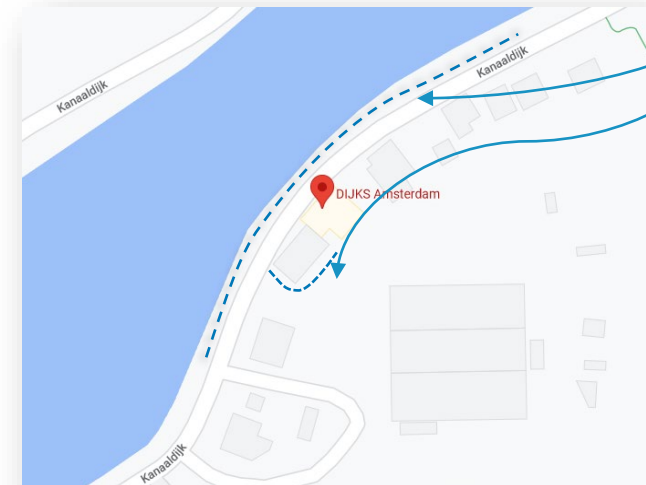
Coordinates: 52.4227° N, 4.9503° E

Alternatives for arrival: Public transport (150 m away). Reach the venue through bus 52 (check for more info on GVB).



Important details about the event venue

- i** **PARKING FOR GUESTS** along the riverside, next to and behind the building as well.
Capacity: 25 cars



Jaap Brinkman
Director
@ SEQUAL Consultancy



David Kliffen
Senior Business Consultant
@ SEQUAL Consultancy



Trust, governance and innovation
SEQUAL Consultancy

MEE THE SPEAKERS

We believe that all of your services should always be subservient to your company goals. It is our goal to help you to get the best results and happy customers.

<https://sequalconsultancy.nl/>



Alexander Ljungström

Founder
@ Einar & Partners



Michel Conter

Lead Strategic Advisor AI- & IT Operations
@ Einar & Partners



Knowing the unknown is our goal
Einar & Partners

MEE THE SPEAKERS

A focused partner on AIOps & IT Operations; Our passion is data, people and culture. We live for the intellectual challenge to break down complexity into simplicity.

<https://einar.partners/>



Doors Open**10:00 – 10:45**

We will welcome you with delicious Italian coffee and small sweets such as muffins, croissants & brownies.

Event Start & Welcome @ the Plenary Room**10:45 – 11:15**

The start off the day with an energizing introduction by our hosts. Attendees will also get a brief overview about the ServiceNow platform to set the stage for the day.

CSDM Crash-Course @ the Plenary Room**11:15 – 12:15**

CSDM broken down and simplified. The data-model expert from Einar & Partners, Michel Conter will give a complete overview of: Business, Technical & Application Services, Planning aspects of CSDM Implementations, Real-life use-cases & examples, How to scale CSDM successfully. Based on over 20 CSDM projects & engagements.

CSM Crash-Course @ the Plenary Room**13:00 – 14:00**

David Kliffen from SEQUAL consultancy will give a comprehensive crash-course in CSM. You will be able to connect the dots and pieces from the previous CSDM crash-course and put it into a context: Case Management & Improving Service Delivery, Increasing customer satisfaction and reducing, Case volumes, Connecting CSM to CSDM, Best practices related to CSM Module.

Round Table Sessions (CSDM & CSM) @ the Breakout Rooms**14:00 – 15:00**

During the round table sessions it's your chance to bring in your real-life cases. Bring work-related CSDM or CSM topics to the table, brainstorm with the group and get hands-on solutions.

Presentation of round-table**15:00 – 15:15**

Presentation of the results from the roundtable and break-out sessions. Get insights and knowledge from different perspective and how the groups have solved the various challenges at hand.

Event ending @ the Plenary Room**16:30**

The day and event will end with lessons learned, thank you and goodbyes. Before leaving all attendees will be receiving a green gift!

**12:15 – 13:00 – Lunch
@ Breakout Room – Lunch-Tables**

Lunch will be served with a wide assortment of food options. Home-made soups, smoothies and juices, delicious sandwiches, pastries, and more! Additionally, lunch is a great opportunity to network with your peers and to speak to our experts.

**15:15 – 16:30 - Drinks**

Drinks & food will be served where you get a chance to network with other attendees, bring your business challenges, discuss real scenarios or just have some fun together. An excellent networking opportunity as well as a chance to engage 1-on-1 with our experts.



About Einar & Partners

Our passion is **data**, **people** and **culture**. Specialized in **ITOM** (ITOps management) and **AIOps** (AI-driven IT Operations) we are experts in CMDB, service-based operations & data models.

We've worked with +20 CSDM implementations last year and build a rock-solid reputation in ServiceNow sphere.

“*Knowing the unknown is our goal.*”



ITOM & AIOps SPECIALISTS

Focused partner in ITOM & AIOps transformations. Nothing more, nothing less. Managing the digital complexity of tomorrow's business.

**EINAR &
PARTNERS**



About SEQUAL Consultancy

Our goal is to help you to get things done faster, better and more efficient. Our approach is based on **People**: understanding their challenge and actions to adapt innovations, **Process** by relating this to the business perspective, and **Technology** to complete work secure and without burdens by using the right platform.

“*Trust, governance and innovation.*”



FLAWLESS SERVICE DELIVERY

Helping organizations optimize their end-to-end service delivery to increase customer and employee satisfaction by using our best practices

Thank you for coming

Disclaimer:

By entering this event you are entering an area where photography, audio and video recording may occur. Your entry and presence on the event premises constitutes your consent to be photographed, filmed, and/or otherwise recorded and to the release, publication, exhibition, or reproduction of any and all recorded media of your appearance, voice, and name for any purpose whatsoever in perpetuity in connection with Einar and Partners and Sequal Consultancy and its initiatives, including, by way of example only, use on websites, in social media, news and advertising. You understand that all photography, filming and/or recording will be done in reliance with this consent.