

**Friday 14th March, 2003**

**Round Tables**

**09.30 – 12.30 (11.15 – 11.30 Coffee break in Atrium)**  
 Business IT Alignment and Maturity, chaired by Frank Grift, Quint Wellington Redwood Room Lumière

**12.30 – 13.00**  
 Wrap-up session (en Français) of the Round Table Business IT Alignment and Maturity, chaired by Vincent Margrève, Casewise Room Lumière

**09.30 – 12.30 (11.15 – 11.30 Coffee break in Atrium)**  
 Ongoing Competence and Career Development, chaired by Joep van Nieuwstadt, Exin Room Edison

**Seminars/Workshops**

**09.30 – 13.00 (11.15 – 11.30 Coffee break in Atrium)**  
 Project Management Maturity model, Jean-Claude Dravet, PMI Room Einstein

**09.30 – 13.00 (11.15 – 11.30 Coffee break in Atrium)**  
 IT Architecture, Raymond Slot and Cap Gemini Ernst & Young Room Bell

**Closing of Conference 13.00**  
 Frank Grift, Quint Wellington Redwood Room Lumière

**Table top presentations**  
 09.30 – 13.00 Galerie

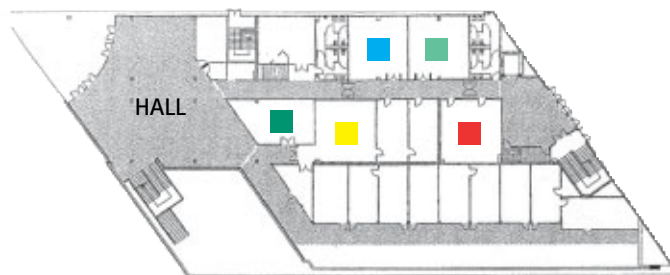
**Exin Assessments and Certification corner**  
 09.30 – 13.00 Galerie

**Internet corner**  
 09.30 – 13.00 Galerie

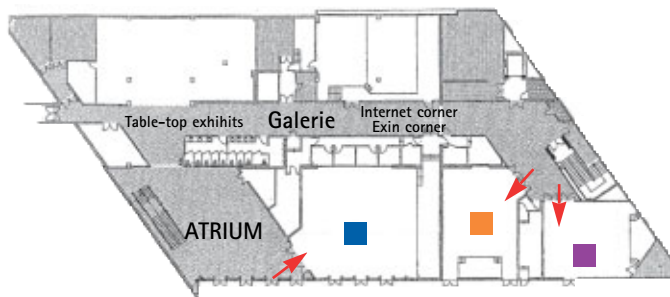


**Where to find the various rooms**

**NIVEAU 0**



**NIVEAU -1**



- Room Einstein
- Room Conseils
- Room Leibnitz
- Room Kepler
- Room Lumière
- Room Bell
- Room Edison
- Room Président
- ➔ Entrance of Room

**biTa Center**

Organised by: biTa Center - [www.bit-a-center.com](http://www.bit-a-center.com)

biTa - Europe Conference 2003

10-14 March 2003  
 Sophia Antipolis, Nice, France



The Business IT Alignment Conference highlights the relationships among the most important domains, frameworks & models

- IT Service Management
- ITIL itService CMM MOF
- Project Management
- Prince2 PMBOK/PMI DSDM
- Business Processes/Applications
- CMMI ASL ISPL biTa

**PROGRAM AT A GLANCE**

**Monday 10th March, 2003**

**Courses**

**09.00 – 18.00 (10.45 – 11.00 Coffee break, 12.45 – 14.00 Lunch break, 15.45 – 16.15 Tea break) (all in Atrium)**

- PRINCE2 Foundation, John Kelly, Insights Room Einstein
- MOF Essentials, Marcel Burghoorn, Microsoft Corporation Room Conseils
- ITIL Foundation, Wim de Jong, Quint Academy Room Leibnitz
- Gestion de Services IT par ITIL, Fabien Heuskin, Quint Academy Room Kepler

**Introduction workshops**

- 14.00 – 15.45**
- ITIL for managers, Jeroen Bom, Quint Academy Room Lumière
  - ISPL for managers, Alfred Helmerich, Fast Room Bell
  - IT Service Management for managers, Frank Niessink, SERC Room Edison
  - DSDM for managers, Keith Richards, DSDM Consortium Room Président

**15.45 – 16.15 Tea break in Atrium**

- 16.15 – 18.00**
- biTa for managers, Jeroen Bom, Quint Academy Room Lumière
  - l'Alignement stratégique du système d'information, Marnik Demets, Quint Academy Room Bell
  - ASL for managers, Kees Deurloo, PinkRoccade Room Edison
  - IT Infrastructure for managers, Raymond Slot, Cap Gemini, Ernst & Young Room Président

**Table top presentations**

14.00 – 18.00 Galerie

**Exin Assessments and Certification corner**

14.00 – 18.00 Galerie

**Internet corner**

14.00 – 18.00 Galerie

## Tuesday 11th March, 2003

### Courses .....

**09.00 – 18.00 (10.45 – 11.00 Coffee break, 12.45 – 14.00 Lunch break, 15.45 – 16.15 Tea break) (all in Atrium)**

- PRINCE2 Foundation, John Kelly, Insights Room Einstein
- MOF Essentials, Marcel Burghoorn, Microsoft Corporation Room Conseils
- ITIL Foundation, Wim de Jong, Quint Academy Room Leibnitz
- Gestion de Services IT par ITIL, Fabien Heuskin, Quint Academy Room Kepler

### Introduction workshops .....

**09.00 – 10.45**

- PMBOK/PMI for managers, Jean-Claude Dravet, PMI Room Lumière
- CMMI for managers, Mike Konrad, Carnegie University, SEI Room Bell
- PRINCE2 for managers, Joe Madden, Insights Room Edison
- IT Service Management for managers, Frank Niessink, SERC Room Président

**10.45 – 11.00 Coffee break in Atrium**

**11.00 – 12.45**

- Gestion de Services IT par ITIL, Alain Wind, Osiatis Room Lumière
- l'Alignement stratégique du système d'information, Marnik Demets, Quint Academy Room Bell
- MOF for managers, Suzana Vukcevic, Microsoft Corporation Room Edison
- IT Infrastructure for managers, Raymond Slot, Cap Gemini, Ernst & Young Room Président

**12.45 – 14.00 Lunch break in Atrium**

**14.00 – 15.45**

- bITa for managers, Jeroen Bom, Quint Academy Room Lumière
- PMBOK/PMI for managers, Jean-Claude Dravet, PMI Room Bell
- CMMI for managers, Mike Konrad, Carnegie University, SEI Room Edison
- ISPL, qu'est-ce que l'ISPL, Marcel Franckson, SEMA Room Président

**15.45 – 16.15 Tea break in Atrium**

**16.15 – 18.00**

- ISPL for managers, Alfred Helmerich, Fast Room Lumière
- l'Alignement stratégique du système d'information, Marnik Demets, Quint Academy Room Bell
- PRINCE2 for managers, Joe Madden, Insights Room Edison
- IT Infrastructure for managers, Raymond Slot, Cap Gemini Ernst & Young Room Président

### Table top presentations .....

14.00 – 18.00 Galerie

### Exin Assessments and Certification corner .....

14.00 – 18.00 Galerie

### Internet corner .....

14.00 – 18.00 Galerie

## Wednesday 12th March, 2003

### Conference, plenary sessions.....Room Lumière.....

- 09.00 – 09.10 Opening, Frank Grift, Quint Wellington Redwood
- 09.10 – 09.25 Introduction ITIL, Claude Durand, Osiatis
- 09.25 – 09.40 Introduction IT Service Management, Aidan Lawes, itSMF
- 09.40 – 09.55 Introduction M(icrosoft)O(perations)F(ramework), Gijs van Weijen, Microsoft Corporation
- 09.55 – 10.10 Introduction IT Service Management, Frank Niessink, SERC
- 10.10 – 10.25 Introduction PMBOK/PMI, Jean-Claude Dravet, PMI
- 10.25 – 10.40 Introduction PRINCE2. John Kelly, Insights

**10.45 – 11.00 Coffee break in Atrium**

- 11.00 – 11.15 Introduction DSDM, Ian Stokes, Metanaction
- 11.15 – 11.30 Introduction ASL, Hans Boer, IBM Global Services
- 11.30 – 11.45 Introduction ISPL, Alfred Helmerich, Fast
- 11.45 – 12.00 Introduction CMMI, Mike Konrad, Carnegie University, SEI
- 12.00 – 12.45 IT Management frameworks' contribution to the Business IT Alignment theme, Frank Grift, Quint Wellington Redwood

**12.45 – 14.15 Lunch break in Atrium**

- 14.15 – 14.45 International qualifications helping Business IT Alignment, Joep van Nieuwstadt, Exin
- 14.45 – 15.25 Business IT Alignment: Is it art or is it science?, Jan Duffy, IDC
- 15.25 – 16.05 Aligning Corporate Goals with IT Spend, Bobbi Burns, Sun Microsystems

**16.05 – 16.20 Tea break**

- 16.20 – 17.00 How to design a Service Desk Organisation for French corporations and organisations using ITIL, Claude Durand, Osiatis
- 17.00 – 17.40 Achieving IT Service Management goals through M(icrosoft)O(perations)F(ramework), Gijs van Weijen, Microsoft Corporation
- 17.40 – 18.20 IT Architecture as a pre-condition for successful bITa, Raymond Slot, Cap Gemini Ernst & Young
- 18.25 – 19.00 Wrap-up session, chaired by Joep van Nieuwstadt, Exin

### Wrap-up session en Français.....Room Edison.....

18.25 – 19.00 Wrap-up session, chaired by Claude Durand, Osiatis

### Founding of IT Service Fund Southern Europe, .....

19.00 – 20.00 Chaired by Hans van Herwaarden, Quint Wellington Redwood Room Edison

### Table top presentations .....

09.30 – 19.00 Galerie

### Exin Assessments and Certification corner/Internet corner .....

09.30 – 19.00 Galerie

## Thursday 13th March, 2003

### Round Tables .....

**10.00 – 13.00 (11.30 – 11.45 Coffee break in Atrium)**  
IT Service Management, chaired by Aidan Lawes, itSMF Room Lumière

**13.00 – 13.30**  
Wrap-up session of the Round Table IT Service Management (en Français), chaired by Claude Durand, Osiatis Room Lumière

**13.30 – 15.00 Lunch break in Atrium**

**15.00 – 16.45**  
Cultural influences on the development of the various domains, frameworks and strategies, chaired by Jean-Marc Bernard, Sun Microsystems Room Einstein

**15.00 – 16.30**  
Project Management, chaired by Ian Stokes, Metanaction Room Bell

**16.30 – 16.45**  
Wrap-up session of the Round Table Project Management (en Français), chaired by Ian Stokes, Metanaction Room Bell

**16.45 – 17.00 Tea break in Atrium**

**17.00 – 19.00**  
How to enhance the development of best practices in France, chaired by Claude Durand, Osiatis Room Lumière

### Seminars/Workshops .....

**09.00 – 15.00 (11.30 – 11.45 Coffee break, 13.30 – 14.15 Lunch break, both in Atrium)**  
SAMM Workshop Business IT Alignment: How do you compare?, Jan Duffy, IDC Room Bell

**10.00 – 13.30 (11.30 – 11.45 Coffee break, 13.30 – 15.00 Lunch break, both in Atrium)**  
Seminar The agile and dynamic side of DSDM, chaired by Ian Stokes, Metanaction Room Einstein

**15.00 – 16.45 (16.45 – 17.00 Tea break in Atrium)**  
Seminar ITIL-compliant infrastructure and service management solutions, Chaired by Francis Ronez, Axios Room Lumière

**17.00 – 19.00**  
Workshop Business Technology Optimization (BTO) – the new IT Strategy, Erik Korridon, Mercury Interactive Room Bell

**17.00 – 18.00**  
Bird-of-a-Feather session CMMI, Mike Konrad, Carnegie University, SEI Room Einstein

**Get-to-gether (with drinks) .....**  
19.15 – 20.00 Atrium

**Table top presentations .....**  
14.00 – 18.00 Galerie

**Exin Assessments and Certification corner .....**  
14.00 – 18.00 Galerie

**Internet corner .....**  
14.00 – 18.00 Galerie