



Regina Luncheon Presentation

Platinum Program Sponsors



Who: **Dwight Kayto, PMP, FISM**
Consultant, ITIL Instructor
Art of Change

Topic: **Service Catalogs and CMDBs**

Date & Time: **Noon – Wednesday, Nov 25, 2009**

Place: **Delta Regina – Umbria Room**
1919 Saskatchewan Dr.

RSVP: **Deadline: Friday, Nov 20, 2009 5:00 pm**
Online: <http://www.picatic.com/ticket/event373572/>

Cost:

Members	\$15 + GST
Non-members	\$25 + GST
Student Members	\$10 + GST
Student non-members	\$15 + GST
Corporate Table (for 8)	\$150 + GST
• No shows and late cancellations* will be invoiced	

Topic: Service Catalogs and CMDBs

Dwight Kayto, one of the leading ITIL experts in the world, will speak about two very topical and connected topics; service catalogs and CMDBs. The IT Service Catalog describes the services customers can request from IT. Sounds simple but defining services is not all that easy for IT. Designing a CMDB is recognized as complex but is often (incorrectly) done 'bottom-up' or to far too much detail and more often than not fails to deliver any real results.

Dwight will speak about these two topics sharing sage advice gained from his extensive experience delivering both of these projects many times. Of particular importance is the insight Dwight will share about the relationship between these two activities; a relationship that is not often recognized or understood.



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Presenter: Dwight Kayto, PMP, FISM

Dwight is a certified ITIL Expert, PMP and Fellow of the Institute of Service Management. He has 35 years experience in IT and business; over 20 of those in Service Management. He has extensive ITIL project experience and is an accredited instructor having taught all ITIL courses many times over. Dwight is President of Art of Change, Western Canada's leading ITIL company. The Art of Change Consortium has 7 locations in North America.

Luncheon Agenda:

11:30 am – 12:00 pm: Registration and Reception

12:00 pm – 12:20 pm: Lunch

Fresh Baked Dinner Rolls and Butter
Seasonal Greens with House Dressing
Chicken Brochette (served on a bed of rice)
Chef's selection of Fresh Vegetables
Deep Dish Apple Pie
Freshly Brewed Regular and Decaffeinated Coffee
Specialty and Herbal Teas

12:20 pm – 1:15 pm: Presentation and Questions

1:15 pm: Adjournment

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November I.S.P. Bootcamp

CIPS Saskatchewan will be holding an I.S.P. Bootcamp in Saskatoon on November 28-29 and will include significant discounts for CIPS members. Details on how to register will be posted on the CIPS Saskatchewan website as soon as they are available.

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