

Dear IT Practitioner,

The IT Service Management Forum (itSMF) Great Lakes Local Interest Group (GLLIG) cordially invites you to:

**Strategic Alignment of IT with Business / Service Strategies and IT Agility**

Monday, December 4, 2006

4:45 pm (EST) Networking

5:00 pm Welcome Address

6:15 pm Dinner

8:30 pm Program Concludes

[James B. Henry Center for Executive Development](#) in East Lansing, Michigan

Hosted by [Academic Computing and Network Services](#), Michigan State University

The Service Strategies volume of ITIL v3 breaks new ground for practice of service management within an already popular framework. It represents the most significant set of changes from ITIL v2 as it seeks to provide guidance for the senior management on how to assure long-term success in providing value to customers through services. One of the authors of the books talks about the significance of the Service Strategies volume and explains why the book is placed at the core of the ITIL v3 service life-cycle model. Also discussed are the types of questions the book helps managers answer.

**Featured Events**

- Guest speakers
  - Co-author of *ITIL V.3 - Service Strategies*, Majid Iqbal from [The IT Services Qualification Center, Carnegie Mellon University](#)
  - Eli Broad Professor of Information Technology, Vallabh Sambamurthy from, [The Eli Broad College of Business, Michigan State University](#)
- Panelist Discussion
- Networking sessions with industry leaders

**Fee**

No Charge itSMF members

\$10.00 non-members/students

Seating is limited to 120 people

**To reserve your seat: REGISTRATION is AVAILABLE VIA**

<https://web.memberclicks.com/mc/quickForm/viewForm.do?orgId=itsmf&formId=21770>

Thank you for your interest in the itSMF-GLLIG ([www.gllig.org](http://www.gllig.org)).

For more information contact:

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For general event and GLLIG information, contact [info@gllig.org](mailto:info@gllig.org) .

*The itSMF (IT Service Management Forum, <http://www.itsmfusa.org>) is a not-for-profit organization comprised of IT practitioners and vendors committed to the advancement of ITIL best practice framework for IT Service Management.*