Program

	Registration/Networking Noon-1pm		
1:00-1:55 pm	***ITIL Overview Workshop*** **GLC 235** *Presented by Knowledge Toolworks, this workshop is intended to provide the campus IT community with an overview of ITIL so that participants can determine how and which parts of ITIL may be of benefit to their IT organization. The workshop describes the ITIL Lifecycle phases and how they can help align IT with "the business", control cost, improve IT service quality, balance resource allocations, and make IT a more enjoyable and stable working environment.*	**IT Service Management (ITSM) @ GT** **GLC 222** **Cari Lovins, OIT** **Jim Pete, OIT** **Noel Moreno, OIT** *Gain understanding of GT's path with ServiceNow*	**Automated Workflow with Docusign API** **GLC 233** **Steve Hodges, Ivan Allen College** and **Mark Robinson, OIT** —- and —- **GT Web Future, Drupal 8 and GT Theme 3** **GLC 233** **Eric Sembrat. College of Engineering**
2:10-3:05 pm	Also: **Mike Sewell, GTPE** "Anticipating the Culture and Tools of ITIL" and **Vickie Rogers, OIT** Central IT ITIL Practices	**IT Community Panel** **GLC 222** **Moderator: Gabe Vannice**	**Enterprise Data Management (EDM) and Enterprise Service Bus** **GLC 233** **Katie Crawford and Michelle Thackeray**, EDM and **John Wilson**, OIT
3:20-4:15 pm		**Demystifying Employee Onboarding @ GT – What Happens When?** **GLC 222** Panel of HR and IT	**Introduction to David Allen's Getting Things Done (GTD)** **Charles Leggett**, OIT **GLC 233**
4:15-4:30pm	**Closing Remarks and Feedback** **Facilitator: Mike Sewell** **GLC 235**	**Closing Remarks and Feedback** **Facilitator: Ben Pritchett** **GLC 222**	**Closing Remarks and Feedback** **Facilitator: Gabe Vannice** **GLC 233**