

SPUSC CONFERENCE PROGRAM

Monday 5th September 2011

6:00-7:00 Registration

6:00-8:00 Welcome drinks and canapés

6:30-6:45 Welcome Address - [Peter Creamer](#) Pro Vice-Chancellor and Chief Information Officer Victoria University

Day 1 - Tuesday 6th September 2011

8:00 Registration, Melbourne room, Promenade Level 1

9:00-9:15 Conference Housekeeping

9:15-10:15 Key Note Address
[Rob Livingstone](#)
Navigating through the Cloud

10:15-10:45 Morning Tea

10:45-11:30 [Sean Guillemot & Greg Huebner](#)
Sharpen Your Student Service, Speed-up Processes, Improve Collaboration Campuswide

11:30-12:15 [Peter Elford](#)
ITaaS – IT As A Service

12:15- 1:15 Lunch

1:15-2:00 **Stream 1- Service**
[Girish Gopalakrishnan](#)
The Shared Services
Journey for Victorian TAFE
institutes

Stream 2- Vendor
[David Lloyd](#)
"The Fifth Book" The True Value of
Continuous Improvement

2:00-2:45 **Stream 1- Service**
[Cory Davis](#)
Loans Laptops as a Service -
The Agony (and the Ecstasy)

Stream 2- Vendor
[Daniel Goffredo](#)
Mobile devices today and in the future

2:45-3:15 Afternoon Tea

3:15-4:00 **Stream 1- Technology**
[Nicole Bouchier](#)
Engaging with SharePoint

Stream 2 - Vendor
[Ben Carmichael](#)
Blackboard – beyond the LMS

4:15-5:00 **Panel Discussion**
[Phil County & Rob Livingstone](#)
Will we have a job in 2020? The Changing Nature of Service Delivery

7:00-10:00 Latin Theme evening

Day 2 - Wednesday 7th September 2011

9:00-9:15 Conference housekeeping and Opening remarks

9:15-10:15 Key Note Address
[Mr Steve Bittinger](#)
Service Management and Delivery

10:15-10:45 Morning Tea

10:45-11:30 [Richard Northam](#)
My boss used to tell me I had my head in the clouds, now my strategy is in the cloud

11:30-12:15 [Jonathan Spellman](#)
Enabling Anytime, Anywhere Learning with Office 365 for Education

12:15-1:15 Lunch

1:15-2:00 **Stream 1- Technology**
[Stewart James](#)
Security considerations
when looking for a cloud
solution

Stream 2- Service
[Mark Noonan](#)
University Software
Licensing Workshop (Part 1)

Stream 3- Vendor
[Andrew Talbot](#)
Delivering University-wide
ICT support processes at
Monash University

2:00-2:45 **Stream 1- Technology**
[Adrian Covich](#)
Enhance your business
outcomes through
Technology as a Service

Stream 2- Service
[Mark Noonan](#)
University Software Licensing
Workshop (Part 2)

2:45-3:15 Afternoon Tea

3:15-4:00 Stream 1- Technology
[Robinson Roe](#)
Mobile Device Management -
Opening the Genie Bottle instead
of Pandora's Box

Stream 2- Service
[Angela Slater & Evan Hayward](#)
Birds of a feather - Procurement
and Leasing

Stream 3- Vendor
[Nigel Watson](#)
Azure in Education and Research

6:00-6:45 Transport to the Aquarium: meet in foyer to catch provided buses

7:00-- :00 Melbourne Aquarium

Day 3 - Thursday 8th September 2011

9:00-9:15 Conference housekeeping and Opening remarks

9:15-10:15 Key Note Address
[Mr Tom O'Toole](#)
Customer service and motivation

10:15-10:45 Morning Tea

10:45-11:30 [Sam Khoury](#)
Unified Communications Project rollout

11:30-12:15 Stream 1- Technology
[Steve Trickey](#)
Support Tool Solution

Stream 2- Vendor
[David Heyworth](#)
Solving real customer challenges

12:15- 1:15 Lunch

1:15-2:00 Stream 1- Technology
[Girish Gopalakrishnan](#)
A new ecosystem for eLearning: A
shifting paradigm

Stream 2- Service
[Silvia Sanchez](#)
User-centred design in Technology
projects: Better later than ever!

2:00-2:45 Stream 1- Technology
[Bronwyn Fletcher](#)
University IT Service Quality
Benchmark Project

Stream 2- Service
[Charlie Gregory](#)
Lexmark Cloud Concepts -
Print Release and Document
Accounting

Stream 3- Vendor
[Stephen Simpson](#)
A University's Best Friend
Extending a Hand to Universities
Worldwide

2:45-3:15 Afternoon Tea

3:15-4:00 Stream 1- Technology
[Greg Broe & Victor Wei](#)
Going Paperless, Mobile
Device Management

Stream 2- Service
[Brett Jacob](#)
Managing your Apple fleet
in an Education Environment

Stream 3- Vendor
[Steve Saunders](#)
Efficiently Delivering Shared Services

7:00-11:00 Gala Dinner

Day 4 - Friday 9 September 2011

9:15-10:00 Open Forum Discussion

10:00-10:30 Morning Tea

10:30-11:30 Panel discussion
[Deborah Youd & Mark Noonan](#)
Asset Management

11:30-12:15 Conference wrap-up and presentation of awards

12:15-1:30 Lunch and conference concludes