



ITSM **HORIZON** 2021

The international 3D online congress
29th September & 30th September 2021

PROGRAM

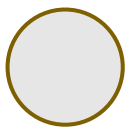

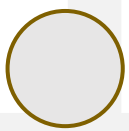



O
V
E
R
V
I
E
W

CMT+1	1. Congress-Day
8 am	Open the doors / Discovering
9:30 am	Opening ITSM-HORIZON-2021
10:00 – 11:55 am	Lectures
12:00 – 12:55 am	Visit to the exhibition / Lunch break
13:00 – 15:55 am	Lectures
16:00 am	Summary first day & Barbeque Talk with concentrated IT & Service Management Knowledge






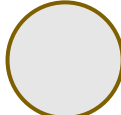

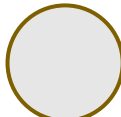

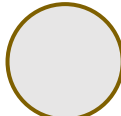
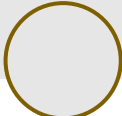
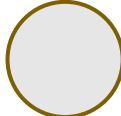
CMT+1	2. Congress-Day
8 am	Open the doors / Discovering
9:45 am	Good morning
10:00 – 11:55 am	Lectures
12:00 – 12:55 am	Visit to the exhibition / Lunch break
13:00 – 15:55 am	Lectures
16:00 am	Summary and say goodbye

The exhibition will remain open until midnight!




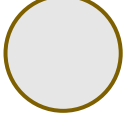

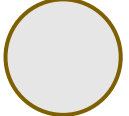
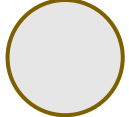
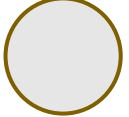
1. CONGRESS-DAY MORNING: LECTURES

CMT+1	Speaker-Session	Vendor-Session
10:00 – 10:25 pm	operational services GmbH & Co. KG Frankfurt Airport Center 	punctdavista AG Mathias Traugott 
10:30 – 10:55 pm	Leitplanken statt starre Korsette im ITSM aretas GmbH Martin Beims, Gründer & Servicementor 	Der Tag beginnt mit 1.000 E-Mails! Cordaware Benedikt Stümer-Weinberger 
11:00 – 11:25 pm	Simplifier AG Christopher Bouveret, CIO 	Adaptavist 
11:30 – 11:55 pm	Digitalisierung, Agilität, Time-to-Market DB Systel GmbH Ralf Eckey 	USU Solutions 



1. CONGRESS-DAY AFTERNOON: LECTURES

CMT+1	Speaker-Session	Vendor-Session
13:00 – 13:25 Uhr	Verwaltung von ITSM mit Microsoft Azure ESC Deutschland GmbH Alexander Wachtel, CEO 	net!IT Netzwerk für IT Service Management e. V. 
13:30 – 13:55 Uhr		
14:00 – 14:25 Uhr	Business-Servicekatalog als Lenkrad eines CIOs Universitätsklinikum Frankfurt Jens Schulze, CIO 	
14:30 – 14:55 Uhr	Jörg Richert 	
15:00 – 15:25 Uhr		
15:30 – 15:55 Uhr		

2. CONGRESS-DAY MORNING: LECTURES

CMT+1	Speaker-Session	Vendor-Session
10:00 – 10:25 am	Hamburg Süd Jose Silva 	USU Solutions 
10:30 – 10:55 am	AXELOS 	
11:00 – 11:25 am	Robot Process Automation – Testautom. von vor 20 Jahren oder endlich Revolution? CGI, Heinrich Grefe 	
11:30 – 11:55 am	Alfred Speer GmbH Michael Kirchgessner, CIO 	

2. CONGRESS-DAY AFTERNOON: LECTURES

CMT+1	Speaker-Session	Vendor-Session
13:00 – 13:25 pm		Einsatz eines Service Design Systems Scholderer GmbH Dr. Robert Scholderer, CEO 
13:30 – 13:55 pm	Youmex AG Lars Jakubowski	
14:00 – 14:25 pm		
14:30 – 14:55 pm	Holistisches IT Management Stefan Orbach, CIO	
15:00 – 15:25 pm		
15:30 – 15:55 pm		



ITSM **HORIZON** 2021

The international 3D online congress
29th September & 30th September 2021

www.itsm-horizon.com