

AGENDA

2.45–3.00

Registration

3.00–3.10

Welcome

3.10–3.30

Kat Baxter

Kinetic IT

The Future of the
24/7 Service Desk

3.30–3.50

Lee Pearson

Water Corporation

SIAM is in the House

3.50–4.30

Brett Moffett

Cireson

Keeping the keys to
the kingdom safe,
without locking sup-

4.30–4.35

Close

4.35–5.35

Networking

WA Q3

2019



Kat Baxter
Kinetic IT



Lee Pearson
Water Corporation



Brett Moffett
Cireson

KEYS TO THE KINGDOM

Bankwest, Level 1, Bankwest Place,
300 Murray Street, Perth WA

Tuesday—24th September 2019

The itSMF National Conference comes to Perth. Join us to hear 3 National Conference presenters share their journey as successful speakers in the Smashed Service Management and Competent – Design and Delivery conference streams.

 REGISTER

[HAVEN'T BEEN BEFORE? CLICK HERE TO JOIN AS A GUEST](#)

KAT BAXTER, Manager—Service Excellence, Kinetic IT

Water Corporation and Kinetic IT went through a brave journey last year to transform their service desk. This was done while delivering not just the same quality of service to the consumers, but an uplift in service and better engagement with the key business unit that was 24/7.

Whether it is IT Service Desks, HR service desks, Finance service desk or any other stream across our organisations, Kat will take us on a journey of how the transformation of the service desk took place, and laid the foundations to take up new technologies at the same time.

Kat is a senior manager at Kinetic IT, with a demonstrated history of working in the information technology and services industry. Progressive thinking, fantastic at looking up, experimenting and challenging the status quo. Skilled in Incident Management, Infrastructure, Service Delivery, ITIL, Stakeholder Management, and IT Service Management. Currently studying Masters of Leadership with ITIL expert Service Management qualification and 15+ years as a leader focused in Customer Service and IT Operations.

Kat's passion is developing people, and exploring technology and process improvements to improve service delivery. She is currently on a path of expanding her leadership capabilities to focus on multiplying the teams she engages with.

LEE PEARSON, Manager Technology Operations, Water Corporation

With multiple service providers delivering IT services to an organisation – how do you successfully manage and integrate services when one of the providers is also the Service Integration and Management (SIAM) team?

Lee will share how the Technology Operations team at WA's Water Corporation made the bold move to take control of their multiple suppliers, transition to a true SIAM function, and present a single face of IT to the business. Delivering more value with less risk!

Lee is an experienced technology leader with over 20 years' in the utilities sector. With a background across Strategy, Program and Project delivery, Business Relationship Management and Business Analysis, Lee currently heads Technology Operations for the Water Corporation of WA, accountable across IT Infrastructure, IT Service Delivery and Service Integration.

BRETT MOFFETT, Solutions Architect, Cireson

With ever increasing pressures on industry to get secure and stay secure, it is hard to balance security, cost and ease of use in a support environment. How do we give our analysts the access to the systems and tools they need that are simple and easy to use, without sacrificing security or creating an administrative nightmare?

In this session we will look at a way to integrate a set of support tools in to existing ITSM environments all while meeting the highest level of the ACSC Essential Eight mitigation of Restrict administrative privileges all while making the support analysts more efficient and also ticking a lot of the ISO27001 certification controls.

With over 20 years of experience in a range of industries, Brett is all too aware of the many challenges with IT support and associated ITSM tools. Having held most support roles, Brett's passion now lies in promoting the System Center platform. He has designed and implemented System Centre and Cireson to customers in both Australia and globally. Joining the thought leaders in System Centre Service Management and Asset Management, Brett is a frequent blogger and contributor to the Cireson Community and other online forums. He also hosts monthly Adelaide and Canberra Microsoft IT Pro Communities, as well as webcasts on technical or business process topics.