



# NLIT 2017

## Monday, 1 May 2017

**SM: Mentoring New Members of Performance and Security Testing Team - Pollock B (10:30 - 11:20)**

**SM: Closing the gap on end user support perception vs. reality - Pollock B (13:00 - 13:50)**

**SM: Service Design Made Easy! - Pollock B (14:00 - 14:50)**

**SM: Birds of a Feather: LANL's Red Hat Satellite Transition 5.x to 6.x - Pollock B (15:10 - 16:00)**

**SM: IT Service Management across the laboratories: Health of Service metrics discussion - Pollock B (16:10 - 17:00)**

# Tuesday, 2 May 2017

**SM: Introducing ICAT, a Tool to Improve Your Incident Response and More - Pollock B (10:30 - 11:20)**

**SM: Potential Escalations Passed down to First Contact Resolution - Pollock B (13:00 - 13:50)**

**SM: Three Strategies for Knowledge Centered Service (KCS) Success - Pollock B (14:00 - 14:50)**

**SM: Improving Agility at INL through IT Staff Aug & Task-Based Subcontracting - Pollock B (15:10 - 16:00)**

**SM: How it all fits together: Implementing an End2End Service to Realize the Mission Value of IT Service Management - Pollock B (16:10 - 17:00)**

# Wednesday, 3 May 2017

**SM: Expanding Service Desk Capabilities - Pollock B (10:00 - 10:50)**

**SM: Regression Testing with Selenium - Pollock B (11:00 - 11:50)**