



# NLIT08 National Labs Information Summit 2008

## Tuesday, 13 May 2008

### Tuesday Breakout 4 - Columbus G (11:00 - 17:00)

time	[id] title	presenter
11:00	[63] Building a Service Desk: The Key to Customer Service	WADE, Steve
11:40	session change	
11:45	[59] Numara Footprints at BNL	SOTO, Lisa
12:25	Lunch Provided by Gold Sponsors	
13:30	[70] Central Helpdesk Consolidation	BEANE, Bob CAUSBY, Sheila
14:10	session change	
14:15	[24] Serving IT up with ITIL	PRICE, Thane
14:55	Break with Refreshments/Sponsor Exhibits	
15:30	[86] Quality, Pride and Motivation: A self evaluation	GOODRICH, Shelli
16:10	session change	
16:15	[107] Ensuring Successful Collaboration Within the National Labs	JENNINGS, Barbara