



## 11th Annual Conference – Oct. 7<sup>th</sup>, 2019

<b>Presentation Title</b>	The transformation to hybrid service delivery model التحول إلى نموذج تقديم الخدمة المختلطة
<b>Speaker</b>	<p>Ayman Essmat, ICT Service Manager NSW Health</p> <p>Ayman Essmat, is a senior information management leader who provides IT management solution for multinational organisations for over 21 years in Australia, North Africa, and Middle East. He is successfully managing corporate-wide organisational change of develop and implement an IT Management Strategy that efficiently and effectively deliver ICT services that meet business expectations. Ayman was born in December 1972 in Alexandria, Egypt. He attended the University of Helwan where he graduated in electronics science before moving to Abu Dhabi in 2004, and settled in Australia in 2011. Ayman holds a number of professional certifications in the information technology and management fields, such as PMP, ITIL Expert and others. You can follow Ayman on: Twitter: @aymanessmat - LinkedIn: <a href="https://www.linkedin.com/in/ayman-essmat-5310038">https://www.linkedin.com/in/ayman-essmat-5310038</a></p>
<b>Abstract</b>	<p><b>Background</b> The drivers for the transformation</p> <p><b>Internal/External/Shared Service Model</b> Internal Service Model External Service Model Shared Service Model</p> <p><b>Hybrid Service Model</b> The Hybrid Service Model Architecture?</p> <p><b>The transformation to the new model</b> The transformation roadmap</p>

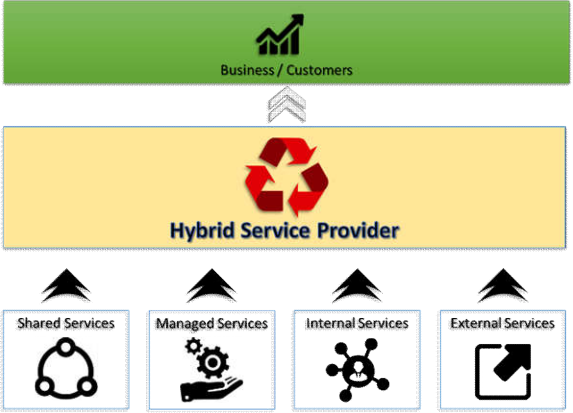


Figure 1. Hybrid Service Model