



Ninth Annual Conference – Oct. 2nd, 2017

Presentation Title	Digital Transformation and IT Service Management
Speaker	Ahmed Al-Hadidi
Abstract	Digital transformation is on top of every CIO's agenda these days. However, the increasing level of complexity that accompanies the fast-paced, cloud-based world of digital requires going back to basics — that is, implementing a solid, modernized IT service management strategy (ITSM), in order to make sure that digital transformation coincides with operational excellence, customer satisfaction and IT agility.