



Canadian IT Asset Management Users' Group (CITAMUG)

Date: Wednesday January 30, 2008

Location: [Novotel](#) Toronto
45 The Esplanade
Toronto, Ontario M5E 1W2
416-367-8900

Cost: \$75.00, plus GST for morning or afternoon
\$100.00, plus GST for morning and afternoon (same or different attendees)
*** Fee includes continental breakfast, light lunch and snacks, as applicable*

Registration: Call 905-602-9292, ext. 1. or send email to citamug@tam-inc.com

Note: To facilitate open discussion, without compromise to participating organizations, we ask that:

- ▶ Participants maintain a non-judgemental and supportive forum in which to share information, without repercussions to the participating companies or individuals.
- ▶ Information shared by participants as to their organizations be considered confidential (other than as needed within your organization).
- ▶ Participants' anonymity be maintained, particularly as to subsequent communications with suppliers.

CITAMUG WINTER MEETING AGENDA – JANUARY 30, 2008

8:00-8:30	Registration and Continental Breakfast
8:30	Introduction
8:45 – 9:45	Microsoft: Update on Windows/Office Genuine Advantage ** Response to issues raised in fall meeting; unconfirmed **
9:45 – 10: 15	BMO Financial Group: Microsoft Frontline Program – SMS Update
10:15 – 10:30	Break
10:30 – 11:30	Software Licensing Consultants: Negotiating with Oracle: Top 10 Mistakes and Recommendations
11:30 – 11:45	Technology Asset Management: Update on ISO 19770-2, Software Tag
11:45 – 12:00	Industry Update: Key events, issues
12:00 – 1:00	Lunch and Networking
1:00 – 2:00	Facilitated Discussion, Sun Life Assurance: Are Service Level Agreements the Foundation of the Scorecarding Process for Relationship Management? If so, what design elements and content are important?
2:00 – 2:30	Facilitated Discussion: Impact of Higher Canadian Dollar on IT Payments
2:30 – 3:00	Facilitated Discussion: Microsoft VISTA: Plans, issues
As time permits	Open Discussion: See candidate topics, below ... others welcome!

over ...

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OPEN DISCUSSION – CANDIDATE TOPICS

Selected suggestions from/since last meeting:

- ▶ Enterprise ITAM systems
- ▶ Software policies: What, why, who?
- ▶ Telecommunications Expense Management
- ▶ Tracking of wireless devices and carrier info for optimization.
- ▶ Courses/designations for ITAM/SAM
- ▶ Participant experience on successful processes/actions
- ▶ PDF solutions (other than Adobe)
- ▶ Usage license models
- ▶ Hardware
- ▶ Vendor experiences *[Any specific vendors?]*

Past suggestions, not yet discussed:

- ▶ Managing license demand – entitlement policies (need vs. want)
- ▶ IBM's License Compliance Audits and Compliance Verification clause
- ▶ Microsoft's Anti-Piracy and SAM Programs
- ▶ Business Process Licensing
- ▶ ITAM in support of disaster recovery
- ▶ ITAM in an outsourced environment: License compliance, staffing
- ▶ Refresh strategies (desktops, printers etc.)
- ▶ Disposal of IT assets - Green Policies *[Covered in a previous meeting]*
- ▶ Virtualization and licensing for same *[IBM and Microsoft have presented on this topic, but additional insight likely needed]*

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