

Session Program

23-26 May 2010

NLIT 2010

Terrace Breakout

Hyatt Regency

Monday 24 May

15:30



17:00

Terrace Breakout

Session | Location: Hyatt Regency, Terrace Breakout

15:30-16:15

INL Service Management: Demonstrating Progress Moving from an Internal, Technology Focus to an External, Business Focus, Jeanette Cook, INL

16:15-17:00

Stopping the Madness - Implementing Focused Problem Management, Geoff Duke, Kentah