

## **Session Program**

**23-26 May 2010**

## **NLIT 2010**

### ***Fire***

Hyatt Regency

## Tuesday 25 May

11:00

### Fire

**Session** | **Location:** Hyatt Regency, Fire

11:00-11:45

**Excellence in Customer Service: Part III - Searching, Selecting, and Hiring Qualified Service Desk Staff, Thomas T Seals, The KentahGroup/SNL**

11:45-12:30

**Transforming a Helpdesk into a Service Desk - Year 2, Jack Schmidt, FNAL**

12:30