



Thursday 13th November 2008 – Common sessions

Belgacom Tower

09:00 – 10:00	Registration at Belgacom Tower, Bld du Roi Albert II, 27 - Bruxelles
10:00 - 10:10	Opening of the ETIS 4 th Community Gathering <i>Tora Tenden, ETIS Chairman</i>
10:10 - 10:30	Welcome from Belgacom <i>Ray Stewart, Chief Financial Officer, Belgacom</i>
10:30 - 11:10	Keynote speech: EU's policies driving a competitive Telecommunications market and its impact on Telco operators. <i>Peter Rodford, Head of Unit, DG Information Society and Media, European Commission</i>
11:10 - 11:30	Coffee Break
11:30 - 13:00	New Telco Business Models
11:30 – 12:15	New business models in the Telco business <i>Jean-Louis Previdi, Vice President & Program Director, Executive Programs – Gartner EMEA</i>
12:15 - 13:00	Billing challenges in future Telco business <i>Brendan Logan, Senior Vice President and co-founder of Logan-Orviss International, Patni Telecoms Consulting</i>
13:00 - 14:00	Lunch
14:00 - 17:00	ETIS members Co-operation Success Stories!
14:00 - 14:30	Fighting SPAM through co-operation <i>Andy de Petter, Security specialist, Belgacom and Chairman of ETIS Anti-SPAM Co-operation group,</i>
14:30 - 15:00	Increasing Online Sales by measuring and benchmarking <i>Kristine Derica, Head of CRM department Lattelecom and Chairman of ETIS Customer Self Service working group</i>
15:00 - 15:30	How to deliver more value from Enterprise Architecture! <i>Jan Cylwik, Enterprise Architect, BT and Chairman of ETIS Enterprise Architecture working group</i>
15:30 - 16:00	Coffee Break
16:00 - 16:30	Procurement and Vendor Management – Is it possible to co-operate and make common benefits? <i>Mats Lundin, Deputy Procurement Director, TeliaSonera and Chairman of ETIS Procurement & Vendor Management working group</i>
16:30 - 17:00	Exchange of information to succeed with Telco Transformation <i>Wim de Meyer, Vice-President Business Transformation Belgacom, and member of ETIS Council and CIO Executive Forum</i>
17:00	Close of meeting
19:00	ETIS Community Banquet dinner



**ETIS working group parallel sessions on Friday 14th November 2008
will have the following structure:**

Friday 14th November 2008 – Parallel working group sessions	
09:00 - 10:30	Working group activities
10:30 - 11:00	<i>Coffee Break</i>
11:00 - 12:30	Working group activities
12:30 - 13:30	<i>Lunch</i>
13:30 - 15:00	Working group activities
15:00 - 15:30	<i>Coffee Break</i>
15:30 - 17:00	Working group activities
17:00	<i>Close of meeting</i>

Working group meetings:

- Enterprise Architecture
- Customer Self Service
- Information Security / Anti-SPAM co-ordination group
- Procurement & Vendor Management
- Business Intelligence & Data Warehouse
- CIO Executive Forum