

ERTMF (Eastern Region Technical Managers Forum)

12 Jun 2008: 10:00 - 16:00

[North Hertfordshire College](#), Goldsmith Management Centre, Letchworth Garden City, Hertfordshire

PROGRAMME

10:00	Arrival and Registration
10:30	BECTa's Functional Specification for IT Services
	<p>Rob Engelbright will introduce BECTA's new specification which is made up of mandatory and optional service requirements. Delegates will be able to question him on these.</p> <p><i>Rob Englebright , Services and Communities manager for Further Education, Becta</i></p>
11:10	Case Study
	<p>Matthew Greening of North Herts College will present their Helpdesk Service.</p> <p><i>Matthew Greening , IT Support Manager, North Hertfordshire College</i></p>
11:30	Discussion
	<p>An opportunity for delegates to share thoughts and issues raised by Help Desk and Service Management.</p>
11:45	Refreshments
12:00	Identity Matters
	<p>James Farnhill will present recent work undertaken by the JISC on this subject.</p> <p><i>James Farnhill , Programme Manager, e-Research, JISC</i></p>
12:20	Secure Identity Management
	<p>In this session, Andy Ostcliffe and David Guest from Salford Software will present the issues surrounding Identity Management and the Identity Life Cycle which are currently confronting Service Managers and show how they have developed solutions that will address this, including the provision of Identity authentication for Federated Access Management.</p> <p><i>Andy Ostcliffe, Senior Account Manager, Salford Software</i> <i>David Guest, Head of Professional Services, Salford Software</i></p>

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13:00	Buffet Lunch
13:45	Federated Access Management
	Discussion facilitated by Mark Williams . <i>Mark Williams , Access Management Outreach Co-ordinator, JISC</i>
14:10	Plenary
	This session will provide delegates with an opportunity to share issues, visions and good practice. It will be chaired by Stephen Tanner . <i>Stephen Tanner , Director of Networks & New Media Services, Suffolk New College</i>
15:00	Refreshments & Departure