

AGENDA

- Presenter Introduction
- Overview of ITIL Operations v3
- Event Management
- Request Fulfilment
- Incident Management
- Problem Management
- Access Management
- Everyday examples of ITIL best practices
- Certification
- ITIL v3 vs ITIL v4
- Overview of roles and career path in Fujitsu
- Q&A



Malgorzata Momotko is a Technical Services Manager at Remote Infrastructure Management based in GDC Poland. She has been working in IT for 9 years now, in the current role since 2019. She started as a first line agent with Spanish, picking up phones and assisting to the customers at Shared Desk. Later on became a Controller and joined Management Team. Created first customer dedicated Major Incident Team in GDC Poland and after a few years moved to the current department (RIM) to manage technical services provided to customers from different sectors (retail, banking, maritime services).

Graduated in Applied Mathematics and Spanish Philology. Finished Mini MBA Studies. Interested in healthy lifestyle and fitness, focused on self-development, effectiveness and building long-lasting relationship with customers and employees.

ITIL in a nutshell WEBINAR

ONLINE

28.05.2021

09:30 – 11:00

Presenter: Malgorzata Momotko
Language: English

Link: [HERE](#)