

February 21, 2008  
General Meeting

Where: Wright Express  
225 Gorham Road, South Portland, Maine 04106 - 207-773-8171  
Directions: [Click Here](#)  
Time: 5:30pm - 7:30pm (Registration begins at 5:00pm)  
Cost: \$20.00 - Members/\$30.00 - Non-Members  
(checks payable to: HDI NNE)

Speaker: Izzy Briggs

For more than fifteen years, Izzy Briggs has worked in systems integration with a major focus on Enterprise Network Management:

Implementation of ITIL process specifications for both Service Delivery and Service Support. Service Support Modules include Incident, Problem and Change Management. Service Delivery implementations include experience in Service Level Management, Capacity management and planning, Availability and Business Continuity planning.

Development of efficient and effective Network Management solutions using HP software, Micromuse NetCool, Aprisma Spectrum and as well as the integration of supporting technologies such as NerveCenter.

Team leader for Assessment, Design, Pilot and Implementation phases of many different types of projects Workgroup to Enterprise level solutions in support of client business initiatives.

Competent or expert in the use of several major ENM products with a particular focus on HP Software such as Operations, Network Node Manager, Service Center, Performance Insight and Select Access. Other non-OpenView areas of competency include SMS, Netcool, Smarts, NerveCenter, Aprisma Spectrum, CA Unicenter, BMC Patrol/PEM/POM and Tivoli.

Authorized to sell and support most HP Software.

Izzy lives in Epsom New Hampshire with his wife Olga of 7 years. He has four kids and a three pound Chihuahua named Maximus Humungous. In his personal time he is in the process of completing an experimental aircraft called a Cozy Mark 4.

Topic: ITIL - IT Service Management Presentation

Are you hearing about ITIL (Information Technology Infrastructure Library) but haven't had time to look into it? Just need some information to get started? Then the February meeting of the Northern New England chapter of HDI is for you. Izzy Briggs of ManageTech Professional Group, Epsom, New Hampshire, will be on hand to present a practical and concise overview and understanding of the key ITIL components including Service Support and Service Delivery within Service Management. The presentation will provide an overview of how Incident, Problem, Change and Release management all fit into the ITIL framework and how they can benefit your customers and your organization.