

EGEE'06**Wednesday, 27 September 2006****Industry Quality Standards - Conf. Room 7+8 (11:00 - 12:30)**

time	[id] title	presenter
11:00	[109] QA standards overview and Serono implementation choices and benefits	Mr THORN, Serge
	- [1] (no title)	
11:45	[221] Questions	
11:55	[110] The benefits of implementing ITIL for GEANT Network Operation Center (NOC)	Mr PRADELLA, Silvère
12:20	[222] Questions	

Industry Quality Standards - Conf. Room 7+8 (14:00 - 15:30)

time	[id] title	presenter
14:00	[111] Key elements for building an IT service quality model	Mr MILHOMME, Jean-Francois
14:30	[223] Questions	
14:40	[224] CMMi level 3 certification process within Engineering Ingegneria Informatica	Mr RUFFATTI, Gabriele
15:10	[225] Questions	
15:20	[226] Overall questions	