



**EGEE'07****Tuesday 02 October 2007****ETICS/EGEE: Quality assurance workshop - Brussels (14:00-15:30)**

time	[id] title	presenter
14:00	[142] Introduction to QA Workshop	ZAQUINE, Gabriel BEGIN, Marc-Elia
14:10	[143] Introduction to ITIL - Best Practices for IT Service Management	GRINDLER, Achim
14:35	[144] The ITIL pilot project and further investigations at FZK	GRINDLER, Achim
15:10	[145] EGEE ITIL Group first works - ITIL evaluation for ENOC	ROMIER, Geneviève

**ETICS/EGEE: Quality assurance workshop - Brussels (16:00-17:30)**

time	[id] title	presenter
16:00	[147] ETICS Service overview	DIEZ-ANDINO SANCHO, Guillermo
16:20	[146] ETICS Quality Assurance Certification Model	Mr RIPPA, Adriano
17:00	[148] Panel discussion	