

24.1.2019

1. **Digital Transformation - and the Dark Arts (Paul Wilkinson)**  
<https://youtu.be/BysvPgg1UAs>
2. **IT and the Business. Learning from each other? What IT still has to learn from the enterprise and what the enterprise has to learn from IT? (Ivor Macfarlane)**  
<https://youtu.be/ZhVOc9uicMA>
3. **Information security and the IT service desk (Stuart Rance)**  
<https://youtu.be/ATVxvAllxec>
4. **The rise of the people, not machines (Barclay Rae)**  
<https://youtu.be/l4O6MEsqOTM>
5. **ITIL4 - news and highlights (Stuart Rance, Barclay Rae)**  
[https://youtu.be/ae\\_Yvd66Lwl](https://youtu.be/ae_Yvd66Lwl)
6. **Panel discussion "New trends ITIL and ITSM"**  
<https://youtu.be/NMXA8KtNZXM>

25.1.2019

7. **ITSM Metrics and Measurement (Stuart Rance)**  
<https://youtu.be/PbP4Ai931E0>
8. **Service Management is more important than ever (Barclay Rae)**  
<https://youtu.be/CtajyTUuAh8>
9. **Intelligent disobedience - what it is and why we should encourage it (Ivor Macfarlane)**  
<https://youtu.be/n1L6H8XD-vM>