



The IT Operations & Support Best Practices Boot Camp

Finally the executive retreat that every IT manager and supervisor has been looking for: The IT Operations & Support Best Practices Boot Camp. Whether you are responsible for applications, systems, networks, service desk/help desk, or overall IT Operations this workshop will provide you with the business alignment framework and best practices strategies that you need to help you manage your operational scope better and work more effectively with your other IT Operations & Support management counterparts. Four top internationally recognized IT Operations and Support experts George Spalding, David Ratcliffe, Malcolm Fry and Sandra Simpson developed this workshop. Comments from previous attendees: "This course opened my eyes to the Business Strategy Alignment much required for our own IT plans." "Very knowledgeable and well-coordinated team of presenters who agree on all the material, work and speak very well together. Inspiring!" "Fabulous content presentation in a truly entertaining manner." "I highly recommend that all IT Managers see this course."

Located at a conference facility in the Laurentien Mountains north of Montreal, Quebec, this workshop is filled with case studies, roundtable discussions and group exercises to make this a unique in-depth management learning experience.

This 2-day retreat is offered for individuals and corporate groups with class size ranging from 10 to 60 people from mid-March to mid-April and from mid-September through to mid-October, other dates are available upon request. Accommodation, meals and conference facilities are top-notch and a variety of spa, dog-sledding, hiking, golf, snow-shoeing, alpine and cross country skiing activities, depending on the season, are available to compliment your learning experience.

For available dates or to register contact us at register@logicalprocess.com

Further Executive Retreat information is available on the web at www.logicalprocess.com, or through email at info@logicalprocess.com

