

PLENARY SESSIONS	
<b>8h30-9h00</b>	<b><i>Coffee and Registration</i></b>
09h00 - 09h15	Welcome speech
<b>9h15-11h30</b>	<b><i>Promoting Excellence in the Financial Services - Global overview</i></b> <i>Chair: Béatrix Barafort, Head of Unit, CRP Henri Tudor</i>
9h15-9h45	Genesis of the Banking SPICE initiative <b>Alec Dorling</b> , international coordinator on ISO/IEC 15504 related initiatives (UK)
9h45-10h15	An Open Innovation Framework for Services Process Improvement in the Financial Sector <b>Anne-Laure Mention</b> , Project Manager, CRP Henri Tudor
<b>10h15-10h30</b>	<b><i>Coffee Break</i></b>
10h30-11h00	Stakes of the INNOFinance Framework Commission de Surveillance du Secteur Financier (Luxembourg)
11h00-11h30	Understanding the true nature of processes and how this can improve your business <b>Antonio Coletta</b> , Qual. IT Consulting (Italy)
<b>11h30-12h30</b>	<b><i>International context and experiences</i></b> <i>Chair: Alec Dorling, international coordinator on ISO/IEC 15504 related initiatives (UK)</i>
11h30-12h00	Global Software Development – Opportunities and Threats <b>Dr. Ita Richardson</b> , Senior Lecturer / Project Leader, Lero – the Irish Software Engineering Research Centre (Ireland)
12h00-12h30	Using CMMI and SPICE frameworks to support software maintenance, based on Front office and Back office organizational approach <b>Jean-Martin Simon</b> , Managing Director for Expertise and Appraisals, QUALIUM Groupe ALL4TEC (France)
<b>12h30-14h00</b>	<b><i>Lunch</i></b>
<b>14h00-16h00</b>	<b><i>Stakes of ISO/IEC 15504 use</i></b> <i>Chair: Anne-Laure Mention, Project Manager, CRP Henri Tudor</i>
14h00-14h30	Using Measurement to Translate Business Vision into Operational Software Strategies <b>Jürgen Münch</b> , Division Manager for Quality Management, Fraunhofer Institute for Experimental Software Engineering (Germany)
14h30-15h00	Effective Process Innovations based on Assessment and Modelling <b>Timo Varkoi</b> , Project manager, Tampere University of Technology (Finland)
15h00-15h30	Benefits of ISO/IEC 15504 for non-IT processes <b>Finalyse</b>
15h30-16h00	Using capability model for the assessment of Internal Control and Risk Management <b>Olivier de Colnet</b> , Product Manager, <b>André Rifaut</b> , Project Manager, CRP Henri Tudor
<b>16h00-</b>	<b><i>Coffee Break</i></b>

<b>16h15</b>	
16h15-17h40	<b>Professionals of Financial Sector</b> Chair: Pierre Henin, Managing Director, Sun Microsystems Financial Sector S.à r.l.
16h15-16h55	SPICE/ISO 15504 as integration platform for the relevant regulations and standards to enable IT-Governance <b>Andreas Nehfort</b> , Owner and Manager, Nehfort IT-Consulting KEG (Austria) Return of experience on multi-site process harmonization/integration <b>Mr. Gedicka</b> , Wave Solutions for IT (Austria)
16h55-17h25	Towards a common reference framework for all PSF/S - A first piece of the puzzle: the ISO 20000 Process Reference Model <b>Pascal Lanser</b> , Managing Director, IBM Services Financial Sector Luxembourg S.à r.l. <b>Alain Renault</b> , scientific coordinator, CRP Henri Tudor
17h25-17h30	<b>Closure Session</b>
<b>17h30</b>	<b>Cocktail</b>

#### Contact

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#### Registration

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For further detail on the Banking Spice initiative, please visit <http://www.bankingspice.com>