

AGENDA

IT Service Transformation Made Real: How IT Leadership Navigate the Shift from AI Experimentation to Operational Value

Executive Dinner

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**IT SERVICE TRANSFORMATION MADE REAL:
HOW IT LEADERSHIP NAVIGATE THE SHIFT
FROM AI EXPERIMENTATION TO
OPERATIONAL VALUE**



September 16, 2026

6:00 PM-9:30 PM

Central European Time

Legacy ITSM solutions are historically over-engineered, rigid, and slow to adapt. In this closed-door discussion, German enterprise IT leadership will share actionable insights on how they are utilizing domain-specific, context-aware AI platforms to dissolve legacy IT silos, automate workflows within days instead of fiscal quarters, and effectively transition organizational metrics from archaic service-level agreement (SLA) to experience-driven business outcomes.

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