

SHA/STB/iDA Technology Educational 2009

Enhancing Service Delivery with Information Technology

Date: 15th October 2009, Thursday
Venue: River View Hotel, Lily Ballroom, Level 4
Time: 1.30 pm – 5.30 pm

- 1.30 pm Registration / View of Mini Exhibition
- 2.15 pm Welcome Comments
- 2.20 pm **STB's Approach for Hospitality Sector**
By Ms Shirley Lim, Deputy Director, Strategic Planning & Technology Development, Sector Planning & Development Group, STB
- 2.40 pm **Technology for Guest Services – IP Technology**
By Ms Karen Tan, Regional Sales Manager, XN Digital Systems Pte Ltd
- 3.00 pm **Innovative and Collaborative Solutions for the Hospitality Sector**
By Mr Oliver Tian, CEO, Hutcabb Consulting and Mr Tay Kok Chin, Alliance Leader (Global Solutions), IBM Singapore
- 3.20 pm **Green Technology – Clinton Climate Initiative**
By Mr Christopher Seeley, City Director - Bangkok, Thailand; and Regional Manager, Asia - Building Retrofit Program, Clinton Climate Initiative - The William J. Clinton Foundation
- 3.50 pm Reception & Networking
- 4.20 pm **Guestroom 20x**
By Mr Mark Kendall, Practice Lead of Hospitality and Connected Real Estate Advisory Services, Cisco Systems USA Pte Ltd (Mega-Project ELV PMO consultancy)
- 4.45 pm **Benefits of Grid Computing in the Hotel Industry**
By Mr Jon Lau Khee Erng Assistant Director, National Grid Office, IDA Singapore
- 5.15 pm **Incentives for Technology Adoption**
By Ms Shirley Lim, Deputy Director, Strategic Planning & Technology Development, Sector Planning & Development Group, STB
- 5.30 pm End of seminar

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