

## Los Angeles LIG History

**June 28, 2005** First LIG meeting of Los Angeles Chapter held at Toyota Motors with over 30 attendees. Richard Berg elected LIG President

**August 2005** First Valley Chapter meeting held at Washington Mutual with over 25 attendees. Dean Nedelman elected Valley Chapter VP. Kevin Jones, LIG co-founder speaks.

**September 2005** GLA-LIG Charter Presented at itSMFUSA-Chicago Convention

**October 2005** Valley Chapter meeting at Wellpoint hosts Configuration Management Seminar by Mercury Interactive with 20 attendees.

**November 2005** American Honda hosts LA Chapter's ITIL Intro by Donna Holt and Brenda Iniguez to 30+ attendees.

**December 2005** First Holiday Gala at The Getty Museum attended by over 70 hear Gartner Research VP, Paul Webb discuss ITIL market presence.

**January 2006** Planning Meeting at Toyota Motors

**February 2006** First OC Chapter meeting at Fremont Investments and NetworkD with 40+ attendees. Dave Howard elected OC Chapter VP. Travis Greene & Tim Shepich talk.

**March 2006** Valley Chapter at Washington Mutual hosts CMDB Roundtable with BMC, HP, IBM, Infra and Mercury with 40 in attendance. AmerIT Learning educates.

**April 2006** OC meeting at AAA-SoCal: "ITIL is not for WIMPS" by Brenda Iniguez, Pink Elephant to 25 attendees.

**May 2006** Valley Chapter is hosted by Countrywide with 50 attendees hearing Randy Steinberg, ITIL Author discuss Problem Management. Tina Floyd from Amgen speaks.

**June 2006** Regional Event at Toyota Car Museum attended by over 100 to hear George Spalding talk about the Future of ITIL v3 and our first Executive Roundtable.

**July 2006** Valley Chapter at Wellpoint hosts Newscale Service Catalog talk to over 40 attendees and first multi site WebEx session.

**August 2006** OC Chapter at Toyota Finance hosts ITIL Metrics talk by Randy Steinberg and second WebEx to 40 attendees in 3 sites. Bart Grutchfield, LA County speaks.



June 2006 Regional Event At Toyota Car Museum



Randy Steinberg  
MiTECH  
ITIL Author



Executive Round Table with George Spalding  
LA County, Union Bank, Countrywide, Toyota  
Dave Chittenden, Tom Coleman, John Collier,  
& Dave Howard



Become an ITIL  
Millionaire  
Game Host  
Shawn Bethelmy



Jim Prunty ITSMF  
USA & Paul Webb of  
Gartner Research



Richard Berg GLA-LIG  
President thanks Petrus  
Williams of The Getty



December 2005 Gala At The Getty Museum

ITIL is a Registered Trade Mark, and a registered community Trade Mark of the Office of Government Commerce, and is Registered in the US Patent and Trademark Office.



# LOS ANGELES LIG

## 1 Year 3 Chapters 12 Meetings A lot of Fun!



### ITIL® RACE DAYS November 6 - 9 2006

Valley LA Anaheim San Diego  
Fun, \$99 ITIL Simulation Exercises  
RSVP: [events@itsmfusa-gla.org](mailto:events@itsmfusa-gla.org)

## itSMF USA®

Contact:  
[Communications@itsmfusa-gla.org](mailto:Communications@itsmfusa-gla.org)  
949-294-8320

## Welcome to GLA-LIG

I would like to take this opportunity to welcome you to the IT Service Management Forum (itSMF) USA Greater Los Angeles Local Interest Group (GLA-LIG) and I look forward to seeing you at our next general meeting.

We would like to request that you join this LIG of the itSMF USA to share experiences, knowledge and capabilities that will assist you and us to excel in the ITIL®/ITSMF arena.

The experiences you gain from membership in itSMF USA will add to your skills and will be directly proportional to your participation in all aspects of the group. Our Local Interest Group is now entering our second year with over 300 participants. So now is a great time to get involved.

There are other ways to enjoy being a participant in the itSMF USA Greater Los Angeles Local Interest Group. Presenting to the group is particularly rewarding and increases your professional standing as well as your ability to network with your fellow members. Additionally, there are positions on the Board of Directors that are going to be available. We welcome your attendance and participation at all levels.

Dean Nedelman  
**itSMF USA GLA Valley VP**

### Please vote for

Richard Berg as new member of the ITSMF USA National Board. Richard founded the LA LIG and his inclusive leadership style and understanding of how to attract companies that are new to ITIL to participate in itSMF will grow our organization. Please add your name to the nomination list at :

<http://www.itsmfusa-gla.org/main/nominate>

### Vision

The GLA LIG exists in order to form and inform a network of professionals who share the common goal of improving IS/IT maturity in their respective organizations and are interested in using ITIL as an enterprise service management framework to accomplish this.

### Mission

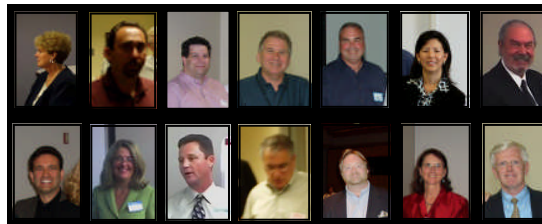
GLA-LIG is a non-profit organization dedicated to improving our members' professional skills in IT Operations. To meet our members requests, we schedule meetings, seminars and educational events throughout Southern California. We are building a community of like minded individuals who are interested in sharing practical know how on how to implement ITIL theory. We actively encourage vendor, practitioner and IT management participation in all our meetings. We encourage our members to join itSMF USA. We are not a sales venue.

### Chapters

The Greater Los Angeles LIG covers a large geographic area that is very congested. Our attendees requested local meetings but want to share successes and failures from across Southern California. To meet both goals, we have three chapters:

- Los Angeles
- Orange County
- Valley (San Fernando, Simi & Ventura)

Our Chapter Vice Presidents organize and lead their local meetings. This allows the GLA-LIG to share speakers like George Spalding and Randy Steinberg via WebEx to multiple sites. Our Board supports all Chapter Events so our members gain the best ITIL education and networking opportunity possible.



### Greater Los Angeles LIG Board

Donna Holt, Tony Fernandez, Dean Nedelman, Richard Berg, Dave Howard, Patti Hiroshige, Jim Flores, Hamid Nouri, Karen Benitez, Tim Shepich, Miguel Fernandez, Kevin Jones, Gail Garland, Keith Belyea



|                                         |                                                                                                                                                                |
|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| President                               | <b>Richard Berg</b><br>Toyota Motor Sales<br>email: <a href="mailto:President@itsmfusa-gla.org">President@itsmfusa-gla.org</a>                                 |
| Vice President<br>Valley Chapter        | <b>Dean Nedelman</b><br>ITIL Consultant<br>email: <a href="mailto:Valley@itsmfusa-gla.org">Valley@itsmfusa-gla.org</a>                                         |
| Vice President<br>Orange County Chapter | <b>Dave Howard</b><br>Toyota Motor Sales<br>email: <a href="mailto:OC@itsmfusa-gla.org">OC@itsmfusa-gla.org</a>                                                |
| Membership<br>Chair                     | <b>Kevin Jones</b><br>ITIL Service Manager Consultant<br>email: <a href="mailto:Membership@itsmfusa-gla.org">Membership@itsmfusa-gla.org</a>                   |
| Events Chair                            | <b>Donna Holt</b><br>ITIL Educator<br>email: <a href="mailto:Events@itsmfusa-gla.org">Events@itsmfusa-gla.org</a>                                              |
| Communications<br>Chair                 | <b>Keith Belyea</b><br>Alert Performance<br>email: <a href="mailto:Communications@itsmfusa-gla.org">Communications@itsmfusa-gla.org</a><br>phone: 949-294-8320 |
| Treasurer                               | <b>Patti Hiroshige</b><br>Toyota Motor Sales<br>email: <a href="mailto:Treasurer@itsmfusa-gla.org">Treasurer@itsmfusa-gla.org</a>                              |
| Secretary                               | <b>Gail Garland</b><br>Darwin Partners<br>email: <a href="mailto:Secretary@itsmfusa-gla.org">Secretary@itsmfusa-gla.org</a>                                    |

**itSMF**USA®

Contact:  
[Communications@itsmfusa-gla.org](mailto:Communications@itsmfusa-gla.org)  
 949-294-8320