





Session Title: Coffee Talk: My journey ITAM Program Manager impacting People, Planet and Profit

Speaker: Bo Guilbeault Program Manager; IT Asset Manager Retail Infrastructure Technology – Starbucks Corporation

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Bo Guilbeault: Program Manager IT Asset Management Retail Infrastructure

Individual IAITAM Member

IAITAM Certifications: CAMP, CHAMP, CSAM, CAMSE, CMAM & CITAD

Disclaimer:
All content and statements (Verbal & Written) throughout my session are solely my own opinions and are derived from my professional experiences as an ITAM practitioner. **I AM NOT REPRESENTING MY EMPLOYER IN ANY DIRECT OR IMPLIED MANNER.** I am strictly representing myself to share my knowledge with IT Asset Management industry professionals.

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The path that leads us to this profession varies.....

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Who are we and what do we do?

We are ambassadors for the business – embrace connectivity


- With a variety of People in and outside of our organization
- Data related to inventory levels, chain of custody, lifecycle and mindful re-purposing of our technologies embracing mother earth.
- The Key Process Areas to the business operations advocating appropriate technology spend.



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The corporate structure:


- Global brand – Fortune
- A company that embraces technology
- Global footprint – Over 10,000 unique locations
- Two technology divisions
- Over 1,000,000 technology assets
- Data Attributes in excess of 10,000,000



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The situation:

- Where do I start
- Getting stuck in choosing the tool versus the methodology
- Not my job syndrome
- We've always "done it this way" syndrome
- Encountering Internal Cyber Security concerns
- Business Circumstances creating impatience



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