

## - Plan de Actividades 2023 -V1

FECHA	EVENTO	ORGANIZADO
16th Febr 2023	Tendencias y predicciones para el mercado de TI en España en 2023	AFSM/ IDC Spain
24th May 2023	La IA y la empresa: retos y riesgos	AFSM/Innovation &Prospective
15th June 2023	XIII CUMBRE DE LOS SERVICIOS	AFSM/EOI
19 de October 2023	METAVERSO: Situación Actual	AFSM/WL
<b>14th Dec. 2023</b>	<b>AFSM ANNUAL ASSEMBLY: 2023</b>	<b>AFSM/HOTEL PTA.</b>
	From 17:00 to 18:00	<b>AMERICA</b>
	Activities Report from President	
	Economic Report from TREASURER	
	Election of a New Board and President	
<b>14th Dec 2023 18:00</b>		<b>AFSM/HOTEL</b>
<b>19:30</b>		
<b>14th Dec. 2023</b>		<b>AFSM/ HOTEL</b>
<b>14 Dec 2023</b>		<b>AFSM/HOTEL</b>
<b>14 Dec. 2023</b>	<b>CENA FIN DE AÑO a partir de las 21:30</b>	<b>AFSM/HOTEL</b>
<b>Every Month</b>	<b>Working Brekfast CEDE every month</b>	<b>CEDE</b>
	<b>WEBINARS GRABADOS POR TSIA y OTROS PROVEEDORES</b>	

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**TODOS LOS QUE SUPONGAN TEMAS DE INTERES**

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**PARA LOS ASOCIADOS**

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12/01/2023	<b>Eliminating Customer Journey Friction with Preventive Support</b>	TSIA/AFSM WR
14/01/2023	<b>7 Field Services Predictions to Increase Revenue and Improve CX in 2023</b>	AFSM/TSIA WR
20/01/2023	<b>Enabling Education Everywhere</b>	TSIA/AFSM WR
25/1/2023	<b>The State of Field Services 2023</b>	AFSM/TSIA WR
27/1/2023	<b>Technology Industry Quarterly Review Q4 2022.</b>	TSIA/AFSM WR
2/2/2023	<b>The State of the Chief Revenue Officer (CRO) 2023</b>	TSIA/AFSM WR
4/2/2023	<b>Building an Intelligent Service Organization: A Case Study.</b>	TSIA/AFSM WR
10/2/2023, .	<b>Systematically Execute Expand Selling for 2023 Growth</b>	TSIA/AFSM WR
23/2/2023	<b>How to Crush Your KPIs and Deliver Consistent Results.</b>	TSIA/AFSMI WR
24/02/2023	<b>The State of Customer Success 2023</b>	TSIA/AFSMI WR
1/3/2023	<b>Extracting Knowledge from Customer Interactions Is an Enterprise Superpower.</b>	TSIA/AFSM WR
5/3/2023	<b>The State of Managed Services 2023: The Identity Crisis.</b>	TSIA/AFSMI WR
10/3/2023	<b>Optimizing Your Services Supply Chain</b>	TSIA/AFSM WR
10/03/2023	<b>Build a Better Webinar: Navigating Question &amp; Answer</b>	BrightTALKS/ AFSMI WR
13/03/2023	<b>Conquering Workforce Management Challenges for Services Organizations.</b>	TSIA /AFSM WR
17/3/2023	<b>The State of Support Services 2023</b>	AFSM/TSIA WR
22/3/2023	<b>Designing the Ultimate Customer Experience to Drive ARR.</b>	AFSM/TSIA WR
23/3/2023	<b>Certainty: How Resilient Services Businesses Attract</b>	AFSM/TSIA WR

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**and Retain Top Talent**

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<b>28/3/2023</b>	<b>Achieving Optimal Customer and Employee Retention with Quality Monitoring (QM).</b>	<b>AFSM/TSIA WR</b>
<b>14/4/23</b>	<b>State of Professional Services 2023</b>	<b>AFSM/TSIA WR</b>
<b>20/4/2023</b>	<b>Effective Resource Management is the Secret Sauce for Successful Project Delivery</b>	<b>AFSM/TSIA WR</b>
<b>24/4/2023</b>	<b>Making Enterprise Search Run Like A Dream with Coveo &amp; NetApp.</b>	<b>AFSM/TSIA WR</b>
<b>5/5/2023</b>	<b>Technology Industry Quarterly Review Q1 2023.</b>	<b>AFSM/TSIA WR</b>
<b>12/5/2022</b>		<b>AFSM/TSIA WR</b>
<b>3/6/2022</b>		<b>AFSM/TSIA WR</b>
<b>6/6/2022</b>		<b>AFSM/TSIA WR</b>
<b>11/6/2022</b>		<b>AFSM/ TSIA WR</b>
<b>16/6/2022</b>		<b>AFSM/TSIA WR</b>
<b>25/6/2022</b>		<b>AFSM/TSIA WR</b>
<b>29/6/2022</b>		<b>AFSM/ TSIA WR</b>
<b>30/6/2022</b>		<b>AFSM/TSIA WR</b>
<b>8/7/2022</b>		<b>AFSM/ TSIA WR</b>
<b>11/7/2022</b>		<b>AFSM/TSIA WR</b>
<b>15/7/2022</b>		<b>AFSM/TSIA WR</b>
<b>18/7/2022</b>		<b>AFSM/TSIA WR</b>
<b>27/7/2022</b>		<b>AFSM/TSIA WR</b>
<b>1/8/2022</b>		<b>AFSM/TSIA WR</b>
<b>18/8/2022</b>		<b>AFSM/TSIA WR</b>
<b>22/8/2022</b>		<b>AFSM/TSIA WR</b>
<b>31/8/2022</b>		<b>AFSM/TSIA WR</b>
<b>7/9/2022</b>		<b>AFSM/TSIA WR</b>

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9/9/2022	AFSM/TSIA WR
22/9/2022	AFSM/TSIA WR
1/10/2022	AFSM/TSIA WR
29/9/2022	CEDE/Streaming
9/10/2022	AFSM/TSIA WR
<b>18/10/2022</b>	<b>TSIA/AFSM</b>
<b>3/11/2022</b>	<b>TSIA/AFSM</b>
<b>5/11/2022</b>	<b>TSIA/AFSM</b>
<b>16/11/2022</b>	TSIA/AFSM
<b>18/11/2022</b>	TSIA/AFSM
20/11/2022	TSIA/AFSM
1/12/2022	TSIA/AFSM
4/12/2022	TSIA/AFSM
8/12/2022	TSIA/AFSM
28/12/2022	TSIA/AFSM
<b>31/12/2022</b>	<b>SERVOUN/AFSM</b>
	TSIA/AFSM
	TSIA/AFSM
	TSIA/AFSM
<b>AFSM BULLETINS EVERY WEEK+ ONE BULLETIN CEDE EVERY WEEK</b>	<b>AFSM- CEDE</b>
<b>ONE WORKING BREKFAST EVERY MONTH</b>	<b>CEDE</b>

**Working Evenings=MU= Format Meet Up, this is conferences starting at 19:00, without cost for the attendants. The dates of the Events can be modified but we will inform our members at least one month before the modification. New Events can be added to the Program. WR= Webinar Registered/Grabados. WL= Webinar Live/En tiempo Real.**