

TNC26

Thursday 11 June 2026

Conducting the Service Symphony: 7A - Concert Hall (14:00 - 15:30)

-Conveners: Dirk Haex

time	[id] title	presenter
14:00	[12] Specialized Support Models for NREN Services: The RNP Experience	JUNIOR, Francisco Mr OLIVEIRA DOS SANTOS, Murilo
14:30	[16] Award-Winning Well-Being as a Strategic Lever for Service Excellence: The CEDIA Experience	AVILÉS, Fernando
15:00	[21] Resilient by Design: Applying Digital Sisu through DevOps Automation	LUBUULWA, Josh Elias