



**14<sup>th</sup> Annual International  
IT Service Management Conference & Exhibition  
IT Business Integration: Good Vibrations**  
Bellagio Hotel • Las Vegas • February 21-24, 2010

**Sample Itinerary For Project Managers – Sample 1**

This itinerary represents only one option for IT professionals with a project manager level of ITSM and ITIL knowledge. The conference program includes 14 tracks with over 150 sessions, which can be personally customized to fit your specific interests and organizational needs.

Pre- and post-conference workshops are also available, but not included in this document. This covers a wide range of subjects and management perspectives. Visit our [conference website](#) to view the full conference program, including session descriptions and course outlines

You can also print this itinerary and keep it on hand for future reference.

Date & Time	Track & Session
<b>Sunday, February 21, 2010</b>	
8:00 a.m. – 7:00 p.m.	<b>Registration, Information &amp; Customer Service Desk Open</b>
4:15 p.m. – 5:15 p.m.	<b>Conference Optimizer</b> <i>Networking Industry Focus Group: Choose from 5 (e.g. ITIL In Government)</i>
5:00 p.m. – 7:00 p.m.	<b>Welcome Reception &amp; Exhibition Showcase Open</b>
<b>Monday, February 22, 2010</b>	
7:00 a.m. – 7:00 p.m.	<b>Registration, Information &amp; Customer Service Desk Open</b>
7:00 a.m. – 8:30 a.m.	<b>Breakfast &amp; Networking, Exhibition Showcase Open</b>
7:15 a.m. – 8:20 a.m.	<b>Breakfast Club</b> <i>Focus Group: The Role Of Project Manager</i>
8:30 a.m. – 10:00 a.m.	<b>Conference Welcome &amp; Opening Keynote: Chris Gardner – Start Where You Are</b>
10:00 a.m. – 10:20 a.m.	<b>Break</b>
10:20 a.m. – 11:35 a.m.	<b>Track 9</b> <i>Project Management In A Fast-Paced, Often-Changing IT Organization</i> Ernie Nielsen, Managing Director, Enterprise Project Management, Brigham Young University
11:00 a.m. – 3:00 p.m.	<b>Exhibition Showcase Open</b>
11:35 a.m. – 11:55 a.m.	<b>Break</b>
11:35 a.m. – 2:40 p.m.	<b>Concurrent Networking Lunch &amp; Breakout Sessions</b>
11:55 a.m. – 1:10 p.m.	<b>Track 4</b> <i>What IT Managers Need To Know About Process Maturity</i> Terry Sherman, IT Management Consultant, Pink Elephant
1:10 p.m. – 1:25 p.m.	<b>Break</b>
1:25 p.m. – 2:40 p.m.	<b>Track 6</b> <i>Award Winning Identity &amp; Access Management - Part 1</i> Mary Jo McElroy, Vice President, IT Compliance & Standards, OhioHealth
2:40 p.m. – 3:00 p.m.	<b>Break</b>
3:00 p.m. – 4:15 p.m.	<b>Track 6</b> <i>Award Winning Identity &amp; Access Management - Part 2</i> Scott Supman, Manager, Identity & Access Management, OhioHealth
4:15 p.m. – 4:30 p.m.	<b>Break</b>
4:30 p.m. – 5:45 p.m.	<b>ITIL Awards &amp; Afternoon Keynote: Allan Pease – Easy Peasey – People Skills For Life</b>
6:00 p.m. – 7:30 p.m.	<b>Networking Reception &amp; Exhibition Showcase Open</b>



<b>Tuesday, February 23, 2010</b>	
7:00 a.m. – 7:00 p.m.	<b>Registration, Information &amp; Customer Service Desk Open</b>
7:00 a.m. – 8:30 a.m.	<b>Breakfast &amp; Networking, Exhibition Showcase Open</b>
7:15 a.m. – 8:20 a.m.	<b>Breakfast Club</b> Focus Group: <i>How To Develop &amp; Manage SLAs &amp; OLAs</i>
8:30 a.m. – 10:00 a.m.	<b>ITIL Awards &amp; Morning Keynote: Award Winners – Q&amp;A Panel Discussion</b>
10:00 a.m. – 10:20 a.m.	<b>Break</b>
10:20 a.m. – 11:35 a.m.	<b>Track 9</b> <i>Successful IT Projects: What's The Secret?</i> Debra Krar, Director, PMI Southern Ontario Chapter (Toronto)
11:00 a.m. – 3:00 p.m.	<b>Exhibition Showcase Open</b>
11:35 a.m. – 11:55 a.m.	<b>Break</b>
11:35 a.m. – 2:40 p.m.	<b>Concurrent Networking Lunch</b>
11:55 a.m. – 1:10 p.m.	<b>Track 5</b> <i>Process Management &amp; Improvement</i> Valinda Rose, Enterprise Process Innovation Project Manager, Brigham Young University
1:10 p.m. – 1:25 p.m.	<b>Break</b>
1:25 p.m. – 2:40 p.m.	<b>Track 7</b> <i>The Magnificent Seven – Part 3: Seven Tips From Seven IT Professionals For Successful Tool Implementation</i> Facilitated by Brenda Iniguez, Strategic Business Development, Pink Elephant
2:40 p.m. – 3:00 p.m.	<b>Break</b>
3:00 p.m. – 4:15 p.m.	<b>Track 8</b> <i>Building A Successful Online Request Center: A Two Year Journey</i> Bob Grinsell, Request Management Administrator, Blue Cross Blue Shield Minnesota
4:15 p.m. – 4:45 p.m.	<b>Passport Prize Giveaway In General Session Room</b>
4:45 p.m. – 6:00 p.m.	<b>ITIL Awards &amp; Afternoon Keynote: Allan Pease: Easy Peasey – People Skills For Life</b>
<b>Wednesday, February 24, 2010</b>	
7:00 a.m. – 4:30 p.m.	<b>Information &amp; Customer Service Desk Open</b>
7:00 a.m. – 8:30 a.m.	<b>Breakfast &amp; Networking</b>
7:15 a.m. – 8:20 a.m.	<b>Breakfast Club</b> Focus Group: <i>Stuck In The Mud: How To Keep Moving Forward</i>
8:30 a.m. – 10:00 a.m.	<b>ITIL Awards &amp; Morning Keynote: The Magnificent Seven – Part 4: Seven Tips From Seven Pinkers For How To Use ITIL To Go From Good To Great</b>
10:00 a.m. – 10:20 a.m.	<b>Break</b>
10:20 a.m. – 11:35 a.m.	<b>Track 9</b> <i>The Project Management Scorecard: Measuring The Success Of Project Management Solutions (Improving Human Performance)</i> Graham Price, Principal Consultant, Pink Elephant
11:35 a.m. – 12:15 p.m.	<b>Networking Lunch In Clinics</b>
12:15 p.m. – 4:15 p.m.	<b>Track 14</b> <i>Chose from one of 10 ITSM and ITIL Process Clinics (e.g.: Problem Management Clinic)</i>

**Note:** Sessions are subject to change. Please visit our website for the latest updates to the conference schedule.