PINK

12th Annual International IT Service Management Conference & Exhibition
Continuing The ITIL Journey: Another Brick In The Wall
Bellagio Hotel, Las Vegas
February 18 – 21, 2008

Sample Itinerary For Service Desk Management – Sample 2

This itinerary represents only one option for IT professionals responsible for Service Desk Management. The conference program includes over 130 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. These cover a wide range of subjects and management perspectives. Visit www.pinkelephant.com 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
Monday, February 18, 2008	
3:30 p.m. – 5:00 p.m.	Primer Workshop *The Five Dysfunctions Of A Team* Gary Case, IT Management Consultant, Pink Elephant
5:00 p.m. – 8:00 p.m.	Welcome Reception Exhibition Showcase
Tuesday, February 19, 2008	
7:00 a.m. – 8:30 a.m.	Continental Breakfast & Networking
7:15 a.m. – 8:20 a.m.	Breakfast Club *Top 10 Considerations For Implementing Change Management* Jennifer Wels, IT Management Consultant & Robin Hysick, IT Management Consultant, Pink Elephant
8:30 a.m. – 10:00 a.m.	Conference Chair's Welcome Opening Keynote - *The Early Pink Show With Craig Ferguson*
10:00 a.m. – 10:20 a.m.	Break
10:20 a.m. – 11:35 a.m.	Track 13 *Focus Group: How To Develop SLAs and OLAs*
11:35 a.m. – 11:55 a.m.	Break
11:35 a.m. – 2:40 p.m.	Concurrent Networking Lunch
11:55 a.m. – 1:10 p.m.	Track 1 *A Strategic View Of ITIL V3's Service-Driven Lifecycle* Troy DuMoulin, Director, Product Strategy, Pink Elephant
1:10 p.m. – 1:25 p.m.	Break
1:25 p.m. – 2:40 p.m.	Track 9 *How To Take Change & Release Management To A 'Defined' Level Of Process Maturity* Harpreet Virdee and Matthew Bowles, IT Management Consultants, Pink Elephant
2:40 p.m. – 3:00 p.m.	Break
3:00 p.m. – 4:15 p.m.	Track 2 *IT Service Management Process Framework – The V3 Model* Terry Sherman, IT Management Consultant, Pink Elephant
4:15 p.m. – 4:30 p.m.	Break
4:30 p.m. – 5:45 p.m.	ITIL Awards & Afternoon Keynote - Chad Pregracke, Founder & President, Living Lands & Waters **-** *A River Runs Through It: One Man's Remarkable Journey*

5:45 p.m. – 7:30 p.m.	Networking Reception
Wednesday, February 20, 2008	
7:00 a.m. – 8:30 a.m.	Continental Breakfast & Networking
7:15 a.m. – 8:20 a.m.	Breakfast Club *ITIL In The Service Provider World* Bill Irvine, IT Management Consultant, Pink Elephant
8:30 a.m. – 10:00 a.m.	ITIL Awards & Morning Keynote: Daniel Pink, *A Whole New Mind*
10:00 a.m. – 10:20 a.m.	Break
10:20 a.m. – 11:35 a.m.	Track 4 *Managing Service Desk Change* Maureen Cunningham, Focus Lead, Management of Change, CGI
11:35 a.m. – 11:55 a.m.	Break
11:35 a.m. – 2:40 p.m.	Concurrent Networking Lunch
11:55 a.m. – 1:10 p.m.	Track 8 *Incident Management At HCA: (What Is) The Light At The End Of The Tunnel* Robert Nixon, Sr. Manager, Hospital Corporation of America
1:10 p.m. – 1:25 p.m.	Break
1:25 p.m. – 2:40 p.m.	Track 6 *Grassroots ITIL & The Center Of Excellence* Scott Koon, Assistant Section Head, Mayo Clinic
2:40 p.m. – 3:00 p.m.	Break
3:00 p.m. – 4:15 p.m.	Track 4 *Service Desk Implementation: Building A Plane That's Already In Flight* John Scanlon, Director of Business Relationship Management and Service Desk Operations, Office of Information Technology Services, State Of North Carolina
4:15 p.m. – 4:45 p.m.	Break / Prize Giveaway / Expo Hall
4:45 p.m. – 6:00 p.m.	ITIL Awards & Afternoon Keynote – Wayne Cotter: *Confessions From A Former Computer Geek*
6:00 p.m. – 8:00 p.m.	Networking Reception
Thursday, February 21, 2008	
7:00 a.m. – 8:30 a.m.	Continental Breakfast & Networking
7:15 a.m. – 8:20 a.m.	Breakfast Club *Tips For Managing Service Requests* Graham Price, IT Management Consultant, Pink Elephant
8:30 a.m. – 9:45 a.m.	Track 2 *Service Transition: Release & Deployment Management* Shirley Lacy, Managing Director, ConnectSphere Limited, Co-author, Service Transition
9:45 a.m. – 10:00 a.m.	Break
10:00 a.m. – 11:15 a.m.	Track 12 *ITIL V3: Who Moved My CMDB?* Shirley Lacy, Managing Director, ConnectSphere Limited, Co-author, Service Transition
11:15 a.m. – 11:30 a.m.	Break
11:30 a.m. – 12:30 p.m.	ITIL Awards & Closing General Session: David Ratcliffe & George Spalding **-** *Another Brick In The Wall*

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