



INFORMATION FOR PROJECT MANAGEMENT PROFESSIONALS (PMPs)

Pink Elephant is a global Registered Education Provider with the Project Management Institute (PMI). As such, we are able to issue Category Three Professional Development Units (PDUs) to Project Management Professionals worldwide.

By attending this conference, you qualify to receive PDUs towards your Project Management Practitioner (PMP) certification. PMPs have to obtain 60 PDUs every 3 years to maintain their designation. One PDU is equal to one hour of structured learning.

How To Use This Document

Each conference session carries a specific number of PDUs, noted in the daily session agenda on the following pages. Use this worksheet to record your official PDUs for PMI by circling the PDU for each session you attend.

The maximum amount of PDUs that can be received is 24.

After the conference, calculate the total # of PDUs, fill in your personal information at the end of the worksheet and provide your signature.

How To Submit PDUs To the Project Management Institute

You are responsible for reporting qualifying activities to the Project Management Institute as they occur. PDUs should be reported using the online PDU Resources System at www.pmi.org. The online system also allows you to view your transcripts to confirm that PDUs have been posted.

If you are unable to report PDUs online, you may complete and mail/fax the Continuing Certification Requirements Activity Reporting Form available on PMI's website. In the event of an audit, please keep this worksheet in your records – *do not discard or submit to Pink Elephant for PDU processing.*

You will be asked for the following information when you report your PDUs:

Provider ID: 2457

Program #: 9000002

16th Annual International IT Service Management Conference & Exhibition

If you have any questions about how to use this worksheet, please visit the Registration Information and Customer Service Desk. A Pink Elephant representative will be happy to assist you.



Sunday, February 19, 2012

3:45 p.m. – 5:00 p.m.		PDU
CO1	Introduction To ITIL	1.75
CO2	Introduction To COBIT	1.75
CO3	Introduction To Lean Management	1.75
CO4	Introduction To CMM & Process Maturity	1.75
CO5	Introduction To ISO 20000	1.75
CO6	Introduction To PRINCE2	1.75
CO7	5 Tips For Cementing Organizational Change	1.75
CO8	24601 <i>Less Miserable</i> – Breaking Free & Building Teams	1.75
CO9	Focus Group -ITIL & ITSM In Utilities	1.75
CO10	Focus Group - ITIL & ITSM In Government	1.75
CO11	Focus Group - ITIL & ITSM In Financial Services	1.75
CO12	Focus Group - ITIL & ITSM In Education & Universities	1.75
MAXIMUM NUMBER OF PDUs FOR SUNDAY, FEBRUARY 19 – Conference Optimizers		1.75

Monday, February 20, 2012

7:15 a.m. – 8:15 a.m.		PDU
BM1	Introduction To ITIL	1
BM2	Introduction To COBIT	1
BM3	Introduction To Lean Management	1
BM4	Introduction To CMM & Process Maturity	1
BM5	The Executive Club	1
BM6	IT Support & Service Desk Forum	1
BM7	ITSM Program & Project Management Forum	1
BM8	Mobility & Metrics: What's On Your CIO's Phone?	1
8:30 a.m. – 10:20 a.m.		PDU
	The Element: How Finding Your Passion Changes Everything	1.75
10:40 a.m. – 11:55 a.m.		PDU
101	"The If 16:" Leadership Attributes For Those Who Choose To Lead	1.25
102A	Con-Way's Lean IT Journey	1.25
102B	GDIT ITSM Strategy For Becoming A Leader In Our Market Space	1.25
103A	Configuration Management System: Vision & Reality	1.25
103B	Problem Management Case Study	1.25
104A	The Secret To Knowing Where You Are Going: Using The Balanced Scorecard For IT	1.25
104B	Different Results...It's All About Getting To The Root Cause Of Your Thinking	1.25
105	Introduction To The Project Management Body Of Knowledge (PMBOK)	1.25
107	Managing Chaos Through Release & Change Management	1.25
108	Social Media Policy: Creation & Roll Out	1.25
109A	Using Lean To Establish IT Governance & IT Value Streams	1.25
109B	Utilizing Lean Six Sigma, Project Management & ITIL To Implement A Service Catalog	1.25
110	Application Management As Part Of The Overall Service Management Lifecycle	1.25
112A	Boeing's "Software Express" & Total Cost Of Ownership	1.25
112B	Social IT	1.25

**Pink Elephant – PMI Registered Education Provider
IT Management Conference PDU Worksheet (#2457- 9000002)**

114A	Focus Group: How To Define IT Services From A Customer Perspective	1.25
114B	Focus Group: The Three Views Of The IT Service Catalog (Who Is My Customer?)	1.25
114C	Focus Group: Developing ITIL Awareness & Education Strategy	1.25
114D	Focus Group: Critical Project/Program Roles For Success In An ITSM Improvement Program	1.25
12:10 a.m. – 1:25 p.m.		PDU
201	Tribal Leadership & The Way Of The Culture Warrior	1.25
203	ITSM Extreme Makeover – Part 1: ITSM Program Roadmap	1.25
204	Secrets For Getting "Them" To Listen	1.25
205A	PRINCE2 Certification vs. PMI/PMP (PMBOK) – Which One?	1.25
205B	Live & Let Live: Conflict Management In Project Management	1.25
210	Launch & Learn	1.25
212A	Conducting The Symphony While Writing The Music – Mapping ITIL To ISO/IEC 20000	1.25
212B	Mobility, Big Data & Precognition	1.25
1:40 p.m. – 2:55 p.m.		PDU
302	BSMReview 2011 Survey Results	1.25
303	Service Catalog – Backwards!	1.25
305	Profiling Problem Solvers: How Does Industrial Psychology Help Leaders Maximize Human	1.25
307	Change Management – CAB Design & Operation	1.25
308	Award-Winning Social Media In The Government	1.25
309	Velocity: Combining Lean, Six Sigma & Theory of Constraints To Achieve Breakthrough	1.25
311	Showdown Of The Methodologies	1.25
312	IT Unification Against All Odds	1.25
3:15 p.m. – 4:30 p.m.		PDU
401	Lead With "LUV"	1.25
402A	What's CSR Got To Do With IT?	1.25
402B	Technology Is The Easy Part: Becoming A High Performance Organization	1.25
403A	Solving Real-World Problems With ITSM & Process Improvement	1.25
403B	Motivation Through Gamification	1.25
404A	Establishing Business Justification For Process Improvement	1.25
404B	Culture With A Big "C" - Don't Start Your ITSM Implementation Without It	1.25
405	Managing Projects With Social Media: How Will Social Media Impact The Way We Manage	1.25
406	Discussion Panel: Using Social Media In IT	1.25
407	Implementing A Single Point Of Contact Service Desk	1.25
409A	Super-Sizing Siemens' Service Improvement Program	1.25
409B	Applying The Principles Of Lean To IT Operations – From Theory To Practice	1.25
410	Executive Steering Committee: Best Practices At Allstate	1.25
411	COBIT, ITIL & PRINCE2: The 3 Musketeers!	1.25
412	How ITSM Strategies Help Build A Private Cloud	1.25
414A	Focus Group: Implementing A Communication Strategy & Plan	1.25
414B	Focus Group: CSI – Where To Start & Keeping The Momentum Going After The Project Is Closed	1.25
414C	Focus Group: Event Management & Monitoring Tools	1.25
414D	Focus Group: Implementing A Communication Strategy & Plan	1.25
MAXIMUM NUMBER OF PDUs FOR MONDAY, FEBRUARY 20		7.75

Tuesday, February 21, 2012

7:15 a.m. – 8:15 a.m.	PDU
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**Pink Elephant – PMI Registered Education Provider
IT Management Conference PDU Worksheet (#2457- 9000002)**

BT1	Introduction To COBIT	1
BT2	Introduction To Lean Management	1
BT3	Introduction To CMM & Process Maturity	1
BT4	The Executive Club	1
BT5	IT Support & Service Desk Forum	1
BT6	ITIL 2011 – What’s New?	1
BT7	Four Ways To Improve Your ITSM Program	1
8:30 a.m. – 10:20 a.m.		PDU
	The Shallows: What The Internet Is Doing To Our Brains	1.75
10:40 a.m. – 11:55 a.m.		PDU
501A	Happily Ever After – Giving Your People A Story To Tell (With A Happy Ending)	1.25
501B	Attitude, Behavior & Culture (ABC)... <u>THE</u> #1 Success Or Fail Factor	1.25
502	Tackling Global Resistance...& Winning	1.25
503A	Effective ITIL Training For A Large & Ever-Changing Workforce	1.25
503B	ITSM Extreme Makeover – Part 2: ITSM Program Roadmap In The Real-World	1.25
504A	The LOE Index: A Quantitative Tool For Measuring The Individual Response To Organizational	1.25
504B	4 Rules For Transferring Knowledge Into Results	1.25
505A	A Paradigm Shift In Project Management	1.25
505B	Right The First Time! A PRINCE2 Case Study	1.25
506	Discussion Panel: Cloudy With A Chance Of ITSM	1.25
507	Delivering Excellence In IT Knowledge Management & IT Self-Service	1.25
508	The Social Media Business Equation	1.25
510	Achieving ISO 20K Certification: Stepping Into The Winner’s Circle	1.25
511	ITIL: An IT Governance Enabler	1.25
512	The Silver Bullet? Software That “Works & Plays With Others”	1.25
514A	Focus Group: Assessing & Adapting Attitude, Behavior & Culture For IT Success	1.25
514B	Focus Group: Avoiding ITIL Process Silos Through Integration & Automation	1.25
514C	Focus Group: Building An ITSM Business Case	1.25
514D	Focus Group: Service Desk To User Services Engagement Center	1.25
12:10 p.m. – 1:25 p.m.		PDU
601	The Right Prescription For ITSM Success	1.25
603	2010 Project Of The Year Winner...One Year Later	1.25
604	From Conception To Curriculum – Achieving True ITSM Success	1.25
606	Discussion Panel: Expert Recommendations	1.25
609	Implementation Of A Global Capacity Management Process	1.25
610A	ISO 20000 Implementation – A Lean Success Story	1.25
610B	ITSM: Delivering New Business Value Every 12 Weeks!	1.25
614	Focus Group: Creating A Culture & Leadership Team To Support Change	1.25
1:40 p.m. – 2:55 p.m.		PDU
701	Leading Change: Kotter’s 8-Step Model	1.25
702	How To Use The Service Catalog As A Strategic Tool To Achieve IT Business Integration	1.25
703A	Good Enough Financial Management	1.25
703B	ITSM Extreme Makeover – Part 3: ITSM Program Management In the Real-World	1.25
707	Service Management At The Speed Of Light	1.25
708	Social Media For Project Managers	1.25
711	COBIT 5 – Are You Ready?	1.25

**Pink Elephant – PMI Registered Education Provider
IT Management Conference PDU Worksheet (#2457- 9000002)**

714	Focus Group: Current State Of ITSM In Higher Education – Top Issues & Shared Advice	1.25
701	Leading Change: Kotter’s 8-Step Model	1.25
702	How To Use The Service Catalog As A Strategic Tool To Achieve IT Business Integration	1.25
703A	Good Enough Financial Management	1.25
3:15 p.m. – 4:30 p.m.		PDU
	Conquer CyberOverload: Strategies For Sanity & Success	1.25
MAXIMUM NUMBER OF PDUs FOR TUESDAY, FEBRUARY 21		7.75

Wednesday, February 22, 2012

7:15 a.m. – 8:15 a.m.		PDU
BW1	The Executive Club	1
BW2	5 Ways To Apply “Lean IT” To ITSM	1
BW3	ITIL 2011 – What’s New?	1
BW4	Top 10 Considerations For Implementing Change Management	1
BW5	8 Ways ITSM Project Managers Go Wrong & What To Do About It	1
BW6	Service Strategy: Refreshed!	1
BW7	Focus Group: The Road To The Emerald City – Defining An ITSM Roadmap	1
8:30 a.m. – 10:20 a.m.		PDU
	10 Things You Need To Do Starting Monday Morning	1.75
10:40 a.m. – 11:55 a.m.		PDU
901A	Who Killed Change?	1.25
901B	Tipu	1.25
902	Service Strategy: Refreshed!	1.25
903A	The 7 Enablers Of ITSM	1.25
903B	ITSM Extreme Makeover – Part 4: It’s All About People & Results	1.25
905	8 Ways ITSM Project Managers Go Wrong & What To Do About It	1.25
907	Top 10 Considerations For Implementing Change Management	1.25
910A	A Guide To The Universal Service Management Body Of Knowledge (USMBOK)	1.25
910B	Far From The Factory: Lean For The Information Age	1.25
910C	Fast ITSM – Let’s Get Moving!	1.25
912A	How To Align Process & Technology	1.25
912B	So, You’ve Defined Your Processes; Now How Do You Get Them Into That Tool?	1.25
914A	Focus Group: Defining Metrics That Matter	1.25
914B	Focus Group: You Have Implemented Incident, Problem & Change Management - Now What	1.25
914C	Focus Group: From Technology To Service Management - The ITSM Leadership Transformation	1.25
914D	Focus Group: Modeling Services In A CMDB	1.25
12:55 p.m. – 3:40 p.m. Half-Day Workshops		PDU
W1	The LOE Index: A Quantitative Tool For Measuring The Individual Response To Organizational	2.75
W2	ITSM Strategic Road Map Workshop	2.75
W3	Incident Management Health Check	2.75
W4	Event Management Health Check	2.75
W5	Problem Management Health Check	2.75
W6	Change Management Health Check	2.75
MAXIMUM NUMBER OF PDUs FOR WEDNESDAY, FEBRUARY 22		6.75

ITIL® is a Registered Trade Mark of the Cabinet Office.

The maximum amount of PDUs that can be received is 24.

PDU TOTAL FOR IT SERVICE MANAGEMENT CONFERENCE _____

NAME _____ TITLE _____

ORGANIZATION _____

ADDRESS _____

STATE/PROVINCE _____ ZIP/POSTAL CODE _____

COUNTRY _____ EMAIL _____

TELEPHONE _____ FAX _____

PMI MEMBER ID # _____

Signature: _____ **Date:** _____