



**17th Annual International
IT Service Management Conference & Exhibition**
Knowledge Translated Into Results
Bellagio Hotel • Las Vegas • February 17-20, 2013

Sample Itinerary For Advanced/CIO & Senior IT Manager

This itinerary represents only one option for IT professionals with an Advanced/CIO & Senior IT Manager level of ITSM and ITIL® knowledge. The conference program includes 15 tracks with over 160 sessions, which can be personally customized to fit your specific interests and organizational needs.

Pre- and post-conference courses are also available. These cover 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 at the conference for easy reference.

Pre-Conference Courses: February 13-17, 2013	
Choose from 19 courses. We recommend these options for CIO & Senior IT Managers:	
<ul style="list-style-type: none"> • ITIL Service Strategy – February 15-17, 2013 • Lean IT Foundations: Using Lean Principles For Continual Service Improvement – February 16-17, 2013 • HDI Support Center Director – February 15-17, 2013 	
Date & Time	Track & Session
Sunday, February 17, 2013	
4:00 p.m. – 5:00 p.m.	Conference Optimizer Tips For Cementing Organizational Change Troy DuMoulin , Vice President, Professional Services, Pink Elephant
5:00 p.m. – 7:00 p.m.	Welcome Reception & Exhibition Showcase Open
Monday, February 18, 2013	
7:15a.m. – 8:15a.m.	Practitioner Radio Live Recording
7:15a.m. – 8:15a.m.	Breakfast Club: Critical Migration Success Factors Evan Carlson , VP North America, EasyVista
9:10a.m. – 10:10a.m.	Keynote: Dr. Neil deGrasse Tyson “The Next Big Thing”
10:30a.m. – 11:30a.m.	Keynote: Captain Sullenberger “Making A Difference”
12:00p.m. – 12:45p.m.	Track 2 The Strategic Role Of An IT Operating Model Troy DuMoulin , Vice President, Professional Services, Pink Elephant
1:00p.m. – 1:45p.m.	Track 7 Success Strategies For Crossing IT Silos & Improving Organizational Culture Rae Garrett , Principal Consultant, Pink Elephant
2:00p.m. – 3:00p.m.	Track 2 Delivering Value To The Business: 4P – People, Process, Products & Partners Andrzej Gadowski , Senior Specialist - Information Technology Service Management, McMaster University/Wilfrid Laurier University
3:20p.m. – 4:20p.m.	Track 3 Team Case Study: Honeywell - Strategy – Part I Lonnie Shane , Vice President, Service Delivery Assurance, IT Chief Operating Officer, Honeywell IT Services Corporate
4:35p.m. – 5:35p.m.	Track 10 Using Release Management to Improve Financial Governance at Bell Aliant Darren Dunn , Senior Operations Manager, Bell Aliant
5:35p.m. – 7:00p.m.	Networking Reception



Tuesday, February 19, 2013	
7:15a.m. – 8:15a.m.	Breakfast Club: Three Steps To ITSM Success: How To Deliver Lasting Business Value David Mainville , CEO & Co-Founder, Navvia
9:10a.m. – 10:10a.m.	Keynote: Sally Hogshead “The 7 Triggers Of Fascination & Personal Branding”
10:30a.m. – 11:30a.m.	Keynote: Matt Ridley “When Ideas Have Sex”
12:00p.m. – 12:45p.m.	Track 5 The Value Equation Of Service Management Jack Probst , Principal Consultant, Pink Elephant
1:00p.m. – 1:45p.m.	Track 1 The Service Management Office 2.0 Troy DuMoulin , Vice President, Professional Services, Pink Elephant
2:00p.m. – 3:00p.m.	Track 2 Linking Company Strategy To Portfolio Management Marc van der Heijden , Vice President Global IT – Competency Center Sales, Adidas-Group
3:20p.m. – 4:20p.m.	Track 5 IT & Business Alignment & Integration – What Metrics, Frameworks & Standards NIH Employs John Castilia , PMP, Service Management Office, Division of Customer Support, Center for Information Technology (CIT), National Institutes of Health
4:35p.m. – 5:35p.m.	Track 2 How To Stop The Blood Letting & Get Investment Back Into IT David Cannon , Global Director of the ITSM Practice, BMC Software
5:35p.m. – 7:00p.m.	Networking Reception
Wednesday, February 20, 2013	
7:15a.m. – 8:15a.m.	Breakfast Club: IT Leadership Roundtable Discussions – How To Successfully Lead Change Moderated By: Brenda Iniguez , Strategic Business Development, Pink Elephant
9:10a.m. – 10:10a.m.	Keynote: Chester Elton “The Orange Revolution: How One Great Team Can Transform An Entire Organization”
10:30a.m. – 11:45a.m.	Conference Re-Cap
1:00p.m. – 3:45p.m.	Half Day Workshop The LOE Index: A Quantitative Tool For Measuring The Individual Response To Organizational Change – An Overview Dr. Victoria M. Grady , PhD, Assistant Professorial Lecturer, Department of Organizational Science, Columbian School of Arts & Sciences, George Washington University
3:45p.m.	Conference Ends
Post-Conference Courses: February 21-23, 2013	
Choose from 9 courses. Our recommended options for Advanced/CIO & Senior IT Manager knowledge: <ul style="list-style-type: none"> • ITSM in Action: Apollo 13 Simulation Workshop – February 21, 2013 • IT Service Management Strategic Roadmap – February 21, 2013 	

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