

**18<sup>th</sup> Annual International  
IT Service Management Conference & Exhibition**  
*Knowledge Translated Into Results*  
Bellagio Hotel • Las Vegas • February 16-19, 2014

**Sample Itinerary For Project/Program Managers**

This itinerary represents only one option for ITSM and ITIL® Project/Program Managers. The conference program includes 14 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.

<b>Pre-Conference Courses: February 12-16, 2014</b>	
Choose from 16 courses. We recommend these options for Project/Program Managers:	
<ul style="list-style-type: none"> <li>• ITIL Foundation (ITIL certification course) – February 14-16, 2014</li> <li>• PRINCE2® Foundation: Tools For Successful Project Management Implementation – February 12-14, 2014</li> <li>• PRINCE2 Practitioner: Using Case Studies To Master Project Management – February 15-16, 2014</li> <li>• Continual Service Improvement (ITIL certification course) – February 13-16, 2014</li> <li>• Service Design (ITIL certification course) – February 13-16, 2014</li> </ul>	
<b>Date &amp; Time</b>	<b>Track &amp; Session</b>
<b>Sunday, February 16, 2014</b>	
4:00p.m. – 5:00p.m.	<b>Conference Optimizer</b> <i>24601 Less Miserable – Breaking Free &amp; Building Teams</i> <b>Kirk Weisler</b> , Chief Morale Officer, Team Dynamics
5:00p.m. – 7:00p.m.	<b>Welcome Reception &amp; Exhibition Showcase Open</b>
<b>Monday, February 17, 2014</b>	
7:15a.m. – 8:15a.m.	<b>Practitioner Radio Live Recording</b>
7:15a.m. – 8:15a.m.	<b>Breakfast Club:</b> <i>What IT Managers Need To Know About COBIT®</i> <b>Jennifer Wels</b> , IT Management Consultant, Pink Elephant
9:00a.m. – 10:00a.m.	<b>Keynote: Colonel Chris Hadfield “The Sky Is Not The Limit”</b>
10:30a.m. – 11:30a.m.	<b>Track 4</b> <i>Using Agile Improvement Methodologies To Focus On ITSM Quick Wins</i> <b>Jack Probst</b> , Principal Consultant, Pink Elephant
11:45a.m. – 12:45a.m.	<b>Track 3</b> <i>Together We Grow, Divided We Status Quo</i> <b>Sarah Sentes</b> , Manager of Executive Operations, University of Alberta, Academic Information & Communications Technology
1:00p.m. – 2:00p.m.	<b>Track 1</b> <i>The Green Lantern Effect – Unleash Your Power Of Positivity To Infect &amp; Affect The World Of Work</i> <b>Kirk Weisler</b> , Chief Morale Officer, Team Dynamics
2:15p.m. – 3:15p.m.	<b>Track 7</b> <i>What IT Managers Need To Know About CMM &amp; Process Maturity</i> <b>Gary Case</b> , Principal Consultant, Pink Elephant
3:35p.m. – 4:45p.m.	<b>Keynote: Caroline Casey “Looking Past Limits”</b>
4:45p.m. – 6:30p.m.	<b>Networking Reception</b>

<b>Tuesday, February 18, 2014</b>	
7:15a.m. – 8:15a.m.	<b>Breakfast Club:</b> <i>How To Become An Organizational Superman In 120 Days</i> <b>Dave Howard</b> , IT Professional, Migration Technologies
8:30a.m. – 10:10a.m.	<b>Keynote: Joshua Klein</b>
10:30a.m. – 11:30a.m.	<b>Track 4</b> <i>The Little Engine Who Could: How The Little SunGard Team Accomplished A Big ITSM Rollout Fast</i> <b>Lynda Frederick</b> , Process Manager, SunGard
11:45a.m. – 12:45p.m.	<b>Track 9</b> <i>Semantics Matter: How Mental Models Determine The Possible</i> <b>Charles T. Betz</b> , Chief Architect & Technical Account Director, Signature Client Group, AT&T Global Business Services
1:00p.m. – 2:00p.m.	<b>Track 4</b> <i>Rolling Out ITIL Across Multiple Locations</i> <b>Matt Borkowski</b> , P.M.P, P.M.CP, Program Director – Service Management, BAE Systems, Inc.
2:15p.m. – 3:15p.m.	<b>Track 2</b> <i>Leading Change: Kotter's 8-Step Model</i> <b>Gary Case</b> , Principal Consultant, Pink Elephant
3:35p.m. – 4:45p.m.	<b>Keynote: The Water Coolers</b>
4:45p.m. – 6:30p.m.	<b>Networking Reception</b>
<b>Wednesday, February 19, 2014</b>	
7:15a.m. – 8:15a.m.	<b>Breakfast Club:</b> <i>The Phoenix Project: A Novel About IT, DevOps, And Helping Your Business Win</i> <b>Jack Probst</b> , Principal Consultant, Pink Elephant
8:45a.m. – 10:10a.m.	<b>Keynote: Adrian Gostick "All In"</b>
10:30a.m. – 11:30a.m.	<b>Track 14</b> <i>Power To Your People: Transforming The IT Experience</i> <b>Alf Abuhajleh</b> , Principal Solutions Marketing Manager, BMC Software
1:00p.m. – 3:45p.m.	<b>Half-Day Workshop</b> <i>Introduction to Lean Project Management</i> <b>Mike Orzen</b> , Founder, Mike Orzen & Associates
3:45p.m.	<b>Conference Ends</b>
<b>Post-Conference Courses: February 20-22, 2014</b>	
Choose from 6 courses. Our recommended options for Project/Program Managers:	
<ul style="list-style-type: none"> <li>• Implementing IT Service Management Boot Camp – February 20-22, 2014</li> <li>• COBIT 5 Foundation – February 20-22, 2014</li> <li>• IT Service Management Strategic Roadmap – February 20, 2014</li> </ul>	

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

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