

PINK ELEPHANT ANNOUNCES 2017 IT EXCELLENCE AWARDS WINNERS AT PINK18

Honors The Best In Four Categories

Orlando, FL – February 20, 2018 – Today, Pink Elephant announced the winners for the [2017 IT Excellence Awards](#) during their 22nd Annual International IT Service Management Conference & Exhibition – “[Pink18](#)” – in Orlando, Florida, at the JW Marriott.

“Congratulations to all the 2017 IT Excellence Award winners!” said George Spalding, EVP, Pink Elephant. “This year’s achievements join the great company of previous winners who have made a distinct difference in IT and IT Service Management.”

The 2017 IT Excellence Awards were granted in four categories, recognizing individual and corporate commitment to IT excellence and IT Service Management (ITSM). The Gold, Silver and Bronze award categories and winners are:

Project Of The Year: Recognizes an organization that has demonstrated significant commitment to best practice frameworks including ITIL[®], ISO, COBIT, Lean IT, and Six Sigma.

- Gold: Project "Orchestra", TELUS
- Silver: Integration of Best Practices in NOC and CARE, Total Play
- Bronze: Service Management Enterprise Expansion, City of Ottawa

“Thank you to Pink Elephant for selecting us as the Bronze Award winner for Project of the Year. This is a tremendous accomplishment for the City of Ottawa,” said John Carter, Project Manager, IT Client Services, City of Ottawa. “This award is not only the result of the hard work and dedication of our ITS Department, but it also reflects our strong partnership with our non-IT business clients. Our Service Management enterprise expansion has been a big success for us, and hopefully other organizations can learn from our project and follow our example.”

Practitioner Of The Year: Recognizes an individual who has shown commitment to best practices, continuous improvement and quality principles.

- Gold: Sean Goss, Manager, Technology Services Process Improvement, Cable ONE
- Silver: Johnny Rivera, Manager – Service Management Office, Tacoma Public Utilities
- Bronze: Carol Christobek, Director, Ashland Business Transformation Office

“Our sincere thanks to Pink Elephant for recognizing the accomplishments of our team at Cable ONE. It is truly an honor to be recognized as the Gold-level Practitioner of the Year,” said Sean Goss, Manager, Technology Services Process Improvement, Cable ONE. “Our Lean journey began over two years ago, and Pink has been with us along the way. This award is a culmination of the good work to date that our teams have accomplished. Through the implementation of ITIL, ITSM and Lean, we are changing behaviors and setting a path for excellence in service delivery. There is much work left to do as the journey is never-ending. We believe we are well on our way to creating an environment where we deliver value consistently to our customers in an efficient and cost-effective manner.”

“What an honor and humbling experience it is to be recognized as the Silver award winner of this year’s Pink Elephant’s Practitioner of the Year award,” said Johnny Rivera, Manager – Service Management Office, Tacoma Public Utilities. “First, I would like to thank God who has given me the strengths and abilities to succeed. I know I could not do this without His strength. Secondly, I want to recognize our entire ITSM and Service Management Office teams for their dedication and support throughout this past year and for overcoming the many challenges, we faced along the way. I also like to thank the Utility Technology Services senior leadership for putting their trust in me to drive our ITSM vision forward. Lastly, I want to thank Pink Elephant (especially Charlie Miles) for partnering with us and helping us drive ITSM, ITAM and transitioning the organization to a service centric mindset. We are not completely there yet, but hey ‘ITSM, it’s not a project it’s a lifestyle!’”

“My sincere appreciation and thanks to Pink Elephant for their recognition of my contributions to Ashland LLC in the areas of ITIL education, continuous improvement, lean, and organizational change management,” said Carol Christobek, Director, Ashland Business Transformation Office. “I can think of no better resource or partner for an IT organization than Pink Elephant. Every facet of ITIL has provided us with the necessary insights and tools we need to improve our engagement with our external service providers as well as our internal IT team members. Today, an energized, knowledgeable core of IT Service and Process leaders manage all aspects of Ashland’s IT service delivery, from Business Relationship Management to the Service Desk. Even

more exciting, the commitment to continuous improvement is now being advanced globally across Ashland by our Business Transformation Office team. My thanks to the IT Leadership and the IT Customer Support and User Productivity team for their ongoing support and engagement throughout this transformational journey.”

Innovation Of The Year: This award is in recognition of a product or service developed by the vendor community that has made the greatest contribution to ITSM in the last calendar year.

- Gold: Loom, Loom Systems
- Silver: IT Alerting, Everbridge
- Bronze: Luma, ServiceAide

“It is an honor to receive an Innovation of the Year Award from Pink Elephant,” said Gabby Menachem, CEO and co-founder of Loom Systems. “Our AI-powered platform uses advanced patented machine-learning algorithms to predict and reveal problems before they become customer problems and to be recognized for it is really a testament to the assistance it provides companies in achieving operational excellence. We look forward to joining Pink Elephant in ‘leading the way’ in IT excellence.”

“What an honor to be recognized for Pink Elephant’s 2017 IT Excellence Award for Innovation of the Year,” said Vincent Geffray, Senior Director of Product Marketing, IT Alerting and IT Incident Response Automation, Everbridge. “I’m very proud of the Everbridge product team, whose number one obsession has always been client satisfaction first. All of the innovations we’ve released this past year are the result of the hard work and dedication of an entire team. This award demonstrates that we’re listening to IT professionals, that we understand their challenges and that we deliver the key capabilities they really need to make their job easier. Be assured that the Everbridge team will continue leading the way and offering innovative solutions to help organizations minimize the impact of critical IT events on the IT teams and on the business. Stay tuned!”

“We’re proud to be selected as the Bronze Award winner of the ITSM Innovation of the Year award from Pink Elephant,” said ServiceAide CEO Wai Wong. “ITSM departments everywhere are supporting an unprecedented variety of devices, applications and use cases. But thanks to natural language processing and artificial intelligence, the kinds of service levels and seamless experiences that once felt impossible are now within reach for companies of all sizes. It’s an exciting time!”

IT Leader Of The Year: Recognizes an individual who works in a senior leadership role, promotes a clear vision for IT within the organization and has shown visible commitment to influencing and empowering the IT team to be successful in realizing their objectives.

- Gold: Kris Dalmolin, Information Services Director, City of Eugene
- Silver: Penny Rowlands, Director, Continuous Improvement, End User Services, Enterprise Shared Services, Kaiser Permanente
- Bronze: Serge Suponitskiy, Chief Technology Officer, Flight Centre Travel Group

“What an honor to receive an IT Excellence Award, said Kris Dalmolin, Information Services Director, City of Eugene. “Thank you to Pink Elephant for the recognition and the guidance as the City of Eugene’s Information Services Division matures its ITSM processes. My team has been on a remarkable journey to transform the way we serve our customers, and this is truly a testament to the hard work of every employee. Thank you to each and every one of them for their trust, innovation, service and pride in their work.”

“I’m honored to have been chosen for the prestigious IT Leader of the Year award,” said Penny Rowlands, Director, Continuous Improvement, Kaiser Permanente. “I’d like to thank my Vice President, John Williams, and Executive Director, Linda Chu, for modeling the way on how to be an exemplary leader. I’m also incredibly grateful to my team members who have embraced a continuous improvement mindset, watching their growth and seeing the positive impact of their actions continues to fuel my inspiration for being the best leader I can be.”

“On behalf of the Flight Centre Travel group I would like express how extremely honored I am to have been selected to receive an IT Leader of the Year award,” said Serge Suponitskiy, Chief Technology Officer, Flight Centre Travel Group. “We are grateful to Pink Elephant for their leadership and support being instrumental in helping regionalize our IT organization. The quality of training and understanding of our goals and needs was superb and once again on behalf of the entire organization, I express our sincere appreciation. We look forward to our continued partnership.”

The Case Study Of The Year Award is chosen by conference attendees and will be awarded on Wednesday February 21, 2018, on the final day of Pink18.

Practitioners are welcome submit their nominations for the 2018 IT Excellence Awards, which will be announced in February 2019 at Pink19.

For more information about the IT Excellence Awards or to submit a nomination, visit www.pinkelephant.com.

About Pink18

Pink Elephant's Annual International IT Service Management Conference & Exhibition is globally recognized as the world's premier ITSM conference. Pink18's theme is "Adopt, Adapt & Apply!" and features 12 tracks with over 120 sessions, as well as 17 pre- and post-conference certification courses. The event will provide strategic, tactical and operational views covering a vast array of subjects including: ITSM, ITIL®, Lean IT, Agile, Scrum, DevOps, COBIT®, Organizational Change Management, Business Relationship Management, and more! To learn more about Pink18, visit www.pinkelephant.com/pink18.

About Pink Elephant

We Lead The Way! A premier global training, consulting and conference service provider, Pink Elephant has an undisputed reputation for leading the way. We're proud of our pioneering and innovative spirit, which has enabled us to introduce and spearhead many revolutionary concepts and programs since our inception 40 years ago.

To learn more about Pink Elephant and our full portfolio of training, consulting and special events, visit www.pinkelephant.com

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