



Sample Itinerary For Beginner Level

This itinerary represents one of many options for IT professionals beginning their IT Service Management journey. The conference program includes 12 tracks with over 140 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.

Pre-Conference Courses: February 9-13, 2016	
Choose from nine courses. We recommend these options for Beginner Level knowledge:	
<ul style="list-style-type: none"> • ITIL® Foundation – February 11-13, 2016 • Lean IT Foundation – February 12-13, 2016 • Organizational Change Management Foundation – February 11-13, 2016 	
Date & Time	Track & Session
Sunday, February 14, 2016	
4:00 p.m. - 5:00 p.m.	Sunday Optimizer <i>An ITIL Overview</i> Graham Furnis , Management Consultant, Pink Elephant
5:00 p.m. - 7:00 p.m.	Welcome Reception: Exhibition Showcase Open
Monday, February 15, 2016	
7:15 a.m. - 8:15 a.m.	Breakfast Club <i>What IT Managers Need To Know About Lean Management</i> Troy DuMoulin , VP, Research & Development, Pink Elephant
8:30 a.m. - 10:10 a.m.	Conference Welcome & Opening Remarks Opening Keynote: Martin Short
10:30 a.m. - 11:30 a.m.	Track 3 – Lean IT & Agile <i>Where Do I Start: Best Practices For Combining Lean IT & ITIL</i> Facilitated By: Gary Case , Principal Consultant, Pink Elephant Panelists: Charles Betz , Founder & Principal Consultant, Digital Management Academy, Carla Lienhard , Global IT Operations Service Management Quality Manager, John Deere & Mike Orzen , Lean IT Pioneer, Mike Orzen & Associates
11:40 a.m. - 12:40 p.m.	Track 7 – Organizational Change Management <i>Leading A Peak Performance Culture</i> Jim Clemmer , President, Clemmer Group
12:50 p.m. - 1:50 p.m.	Track 8 – Pink Think Tank <i>Pink Think Tank Power Session</i> Facilitator: Gary Case , Principal Consultant, Pink Elephant
2:00 p.m. - 3:00 p.m.	Track 6 – DevOps <i>The CIO Appoints You “DEV/OPS” – Now What?</i> Stephanie Jambor , Manager Of IT Service Management, Erie Insurance Group
3:20 p.m. - 4:30 p.m.	Keynote Address: Allan Pease
4:30 p.m. - 6:30 p.m.	Networking Reception

Tuesday, February 16, 2016	
7:15 a.m. - 8:15 a.m.	Breakfast Club <i>What IT Managers Need To Know About CMM & Process Maturity</i> Victor Mack , Management Consultant, Pink Elephant
8:30 a.m. - 10:10 a.m.	Keynote Address: Tom Koulopoulos IT Excellence Awards Presentations
10:30 a.m. - 11:30 a.m.	Track 7 – Organizational Change Management <i>Realistic Service Management Vs. Public Sector Mentality</i> Robert Nessler , ITSM Director, State Of Colorado – Governor's Office Of Information Technology
11:40 a.m. - 12:40 p.m.	Track 9 – Tools & Technology <i>Enterprise Service Management: It's Time To Share ITSM Best Practices Outside Of IT</i> Alan Berkson , Director Of Community Outreach, Freshdesk
12:50 p.m. - 1:50 p.m.	Track 9 – Tools & Technology <i>Unleash The Power of Self-Service – How Leading Brands Are Transforming Their Organizations</i> Udi Gotlieb , Director Of ITSM Product Marketing, ServiceNow
2:00 p.m. - 3:00 p.m.	Track 6 – DevOps <i>The History Of DevOps (& What You Need To Do About It)</i> Damon Edwards , Managing Partner, DTO Solutions
3:20 p.m. - 4:20 p.m.	Power Hour – Featured Speakers <i>Success Under Pressure</i> Gary Bailey , United Success Inc.
4:30 p.m. - 5:15 p.m.	Keynote Address: Chad Pregracke
5:15 p.m. - 7:00 p.m.	Networking Reception
Wednesday, February 17, 2016	
7:15 a.m. - 8:15 a.m.	Breakfast Club <i>Optimizing Change Management For The Speed Of Need</i> Troy DuMoulin , VP, Research & Development, Pink Elephant
8:30 a.m. - 9:40 a.m.	Keynote Address: Stuart Knight IT Excellence Award Presentation: Case Study Of The Year
10:00 a.m. - 11:00 a.m.	Track 5 – “How-To” ITIL Clinics & Workshops <i>Why & How To Conduct An ITIL Process Assessment</i> Tami Church , IT Management Consultant, Pink Elephant
11:10 a.m. - 12:10 p.m.	Track 6 – DevOps <i>Top 5 Myths Of DevOps</i> George Spalding , Executive Vice President, Pink Elephant
1:00 p.m. - 3:45 p.m.	Track 12 – Half-Day Workshops <i>Making Lean IT Real</i> Jan Schilt , Director/Owner, GamingWorks
3:45 p.m.	Conference Ends
Post-Conference Courses: February 18-20, 2016	
Choose from seven courses. Our recommended options for Beginner Level knowledge: <ul style="list-style-type: none"> Organizational Change Management Practitioner – February 18-19, 2016 How To Define & Implement A CMDB According To ITIL Best Practices – February 18-19, 2016 	

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

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