



20TH ANNUAL INTERNATIONAL  
**IT SERVICE MANAGEMENT  
 CONFERENCE & EXHIBITION**  
 LAS VEGAS • BELLAGIO HOTEL • FEBRUARY 14-17, 2016



**“Pink16”**

*IT @ The Speed Of Change*

### Sample Itinerary For CIO & Senior IT Leadership

This itinerary represents one of many options for CIOs & Senior IT Leaders. The conference program includes 14 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.

<b>Pre-Conference Courses: February 9-13, 2016</b>	
Choose from nine courses. We recommend these options for CIOs & Senior IT Leaders:	
<ul style="list-style-type: none"> <li>• Lean IT Foundation – February 12-13, 2016</li> <li>• Organizational Change Management Foundation – February 11-13, 2016</li> </ul>	
<b>Date &amp; Time</b>	<b>Track &amp; Session</b>
<b>Sunday, February 14, 2016</b>	
4:00 p.m. - 5:00 p.m.	<b>Sunday Optimizer</b> <i>Leading Change: Kotter's 8-Step Model</i> <b>Gary Case</b> , Principal Consultant, Pink Elephant
5:00 p.m. - 7:00 p.m.	<b>Welcome Reception: Exhibition Showcase Open</b>
<b>Monday, February 15, 2016</b>	
7:15 a.m. - 8:15 a.m.	<b>Breakfast Club</b> <i>Moose On The Table: A Novel Approach To Communications At Work</i> <b>Jim Clemmer</b> , President, Clemmer Group
8:30 a.m. - 10:10 a.m.	<b>Conference Welcome &amp; Opening Remarks</b> <b>Opening Keynote: Martin Short</b>
10:30 a.m. - 11:30 a.m.	<b>Track 1 – IT Leadership</b> <i>Establishing A Sustainable &amp; Realistic Process Governance Framework</i> <b>Jeff Westcott</b> , IT Service Manager, Interactive Intelligence
11:40 a.m. - 12:40 p.m.	<b>Track 9 – Tools &amp; Technology</b> <i>Zap The Zombies &amp; So Much More...</i> <b>Michelle Kerby</b> , Sr. Director For ITSM, BMC Software
12:50 p.m. - 1:50 p.m.	<b>Track 9 – Tools &amp; Technology</b> <i>Leader's Path To Effective ITSM Processes &amp; Tools</i> <b>David Mainville</b> , CEO & Co-Founder, Navvia
2:00 p.m. - 3:00 p.m.	<b>Track 1 – IT Leadership</b> <i>Rebuilding The IT Service Management Foundation</i> <b>Tony Krasinski</b> , Director, IT Service Management, Erie Insurance Group
3:20 p.m. - 4:30 p.m.	<b>Keynote Address: Allan Pease</b>
4:30 p.m. - 6:30 p.m.	<b>Networking Reception</b>

<b>Tuesday, February 16, 2016</b>	
7:15 a.m. - 8:15 a.m.	<b>Breakfast Club</b> <i>Business Relationship Management Focus Group</i> <b>Jack Probst</b> , Principal Consultant, Pink Elephant
8:30 a.m. - 10:10 a.m.	<b>Keynote Address: Tom Koulopoulos</b> <b>IT Excellence Awards Presentations</b>
10:30 a.m. - 11:30 a.m.	<b>Track 1 – IT Leadership</b> <i>How To Create A Culture Of Trust &amp; Engagement</i> <b>Joe McBreen</b> , CIO, St. Vrain Valley School District
11:40 a.m. - 12:40 p.m.	<b>Track 8 – Pink Think Tank</b> <i>Agile Process Development</i> <b>Jack Probst</b> , Principal Consultant, Pink Elephant
12:50 p.m. - 1:50 p.m.	<b>Track 9 – Tools &amp; Technology</b> <i>Building A Service-Oriented CMDB</i> <b>Joshua Smith</b> , ITSM Consultant, Axios Systems
2:00 p.m. - 3:00 p.m.	<b>Track 1 – IT Leadership</b> <i>Lights, Camera, Leadership!</i> <b>Earl Begley</b> , Total Quality Manager, Analytics & Technologies, University Of Kentucky
3:20 p.m. - 4:20 p.m.	<b>Power Hour – Featured Speakers</b> <i>Success Under Pressure</i> <b>Gary Bailey</b> , United Success Inc.
4:30 p.m. - 5:15 p.m.	<b>Keynote Address: Chad Pregracke</b>
5:15 p.m. - 7:00 p.m.	<b>Networking Reception</b>
<b>Wednesday, February 17, 2016</b>	
7:15 a.m. - 8:15 a.m.	<b>Breakfast Club</b> <i>The Power Of Habit: Author Charles Duhigg</i> <b>Jack Probst</b> , Principal Consultant, Pink Elephant
8:30 a.m. - 9:40 a.m.	<b>Keynote Address: Stuart Knight</b> <b>IT Excellence Award Presentation: Case Study Of The Year</b>
10:00 a.m. - 11:00 a.m.	<b>Track 1 – IT Leadership</b> <i>Collective Genius: The Art &amp; Practice Of Leading Innovation</i> <b>Troy DuMoulin</b> , VP, Research & Development, Pink Elephant
11:10 a.m. - 12:10 p.m.	<b>Track 5 – “How-To” ITIL Clinics &amp; Workshops</b> <i>How To Decide Which Courses Are Best For Which Roles &amp; Develop Education Plans For ITIL Training</i> <b>Rich Petti</b> , Management Consultant, Pink Elephant
1:00 p.m. - 3:45 p.m.	<b>Track 12 – Half-Day Workshops</b> <i>Lean IT &amp; Leading With Respect: Using Respect For People To Enable Engagement, Teamwork, Accountability &amp; Amazing Results</i> <b>Mike Orzen</b> , Lean IT Pioneer, Mike Orzen & Associates
3:45 p.m.	<b>Conference Ends</b>
<b>Post-Conference Courses: February 18-20, 2016</b>	
Choose from seven courses. Our recommended options for CIOs & Senior IT Leaders:	
<ul style="list-style-type: none"> <li>• Organizational Change Management Practitioner – February 18-19, 2016</li> <li>• Business Relationship Management Professional – February 18-20, 2016</li> </ul>	

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

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