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

PINK

"Pink16"

IT @ The Speed Of Change

Gary Case's Picks At Pink16

I am always interested in providing a well-rounded agenda for our Conference attendees and this is reflected in my picks. It provides sessions for those responsible for implementing IT Service Management in their organization by being able to draw on different best practices such as ITIL®, Lean IT, Agile, DevOps, Organizational Change and Business Relationship Management. You will enjoy these speakers and don't miss our Keynotes either. You won't be disappointed!

Looking forward to seeing you at Pink16!

Gary Case
Principal Consultant

Pre-Conference Courses: February 9-13, 2016
Choose from nine courses. Gary recommends these pre-conference courses: • Organizational Change Management Foundation – February 11-13, 2016 • Lean IT Foundation – February 12-13, 2016

Date & Time	Track & Session
Sunday, February 14, 2016	
4:00 p.m. - 5:00 p.m.	**Sunday Optimizer** *Business Relationship Management Focus Group* **Jack Probst**, Principal 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** *What IT Managers Need To Know About Lean Management* **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 1 – IT Leadership** *Establishing A Sustainable & Realistic Process Governance Framework* **Jeff Westcott**, IT Service Manager, Interactive Intelligence
11:40 a.m. - 12:40 p.m.	**Track 7 – Organizational Change Management** *Leading A Peak Performance Culture* **Jim Clemmer**, President, Clemmer Group
12:50 p.m. - 1:50 p.m.	**Track 8 – Pink Think Tank** *Pink Think Tank Power Session* Facilitator: **Gary Case**, Principal Consultant, Pink Elephant
2:00 p.m. - 3:00 p.m.	**Track 3 – Lean IT & Agile** *Enabling Lean IT & Agile Management With The IT4IT Model* **Charles Betz**, Founder & Principal Consultant, Digital Management
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** *The Yellow Brick Road & The Effective Organizational Change Manager* **Robin Hysick**, 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 1 – IT Leadership** *How To Create A Culture Of Trust & Engagement* **Joe McBreen,** CIO, St. Vrain Valley School District
11:40 a.m. - 12:40 p.m.	**Track 8 – Pink Think Tank** *Agile Process Development* **Jack Probst**, Principal Consultant, Pink Elephant
12:50 p.m. - 1:50 p.m.	**Track 8 – Pink Think Tank** *Multi-Speed IT* **Rob England**, The IT Skeptic
2:00 p.m. - 3:00 p.m.	**Track 4 – Service Support & Operations** *CSI: Continual Service Innovation For Delivery & Support* **Kathryn Howard**, ITSM Consultant, Visual Explanations
3:20 p.m. - 4:20 p.m.	**Power Hour – Featured Speakers** *Success Under Pressure* **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** *Optimizing Change Management For The Speed of Need* **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 3 – Lean IT & Agile** *Lean IT & ITIL: Awesome!* **Gary Case**, Principal Consultant, Pink Elephant
11:10 a.m. - 12:10 p.m.	**Track 5 – "How-To" ITIL Clinics & Workshops** *IT Governance Vs. Compliance – Taking Back The Strategy High Ground* **Peter Hubbard**, Principal Consultant, Head Of Product Portfolio Development – UK, Pink Elephant
1:00 p.m. - 3:45 p.m.	**Track 12 – Half-Day Workshops** *Service Costing 101: Everything You Need To Know To Plan Implementation Of Service Costing* **N. Dean Meyer**, Author, Internal Market Economics
3:45 p.m.	**Conference Ends**
Post-Conference Courses: February 18-20, 2016	
Choose from seven courses. Gary recommends the following post-conference course: • Business Relationship Management Professional – February 18-20, 2016	

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

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