



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



"Pink16"

IT @ The Speed Of Change

Troy DuMoulin's Picks At Pink16

My personal interest lies in the areas of IT Leadership, Transformation and Strategy. Based on these preferences the list of sessions below reflect a selection of key sessions dealing with topics related to leadership, organizational change, strategic planning and business enablement.

I hope you find these helpful! I look forward to seeing you at Pink16!

Troy DuMoulin
 VP, Research & Development

Pre-Conference Courses: February 9-13, 2016	
Choose from nine courses. Troy recommends the following pre-conference course:	
<ul style="list-style-type: none"> Organizational Change Management Foundation – February 11-13, 2015 	
Date & Time	Track & Session
Sunday, February 14, 2016	
4:00 p.m. - 5:00 p.m.	Sunday Optimizer <i>The Yellow Brick Road & The Effective Organizational Change Manager</i> Robin Hysick , 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>Moose On The Table: A Novel Approach To Communications At Work</i> Jim Clemmer , President, Clemmer Group
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 2 – IT Strategic Management <i>Driving IT Value – Working On The Right Priorities</i> Tammy Whited , Head of Service Management, OCIO, Fermi National Accelerator Lab
11:40 a.m. - 12:40 p.m.	Track 7 – Organization 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 3 – Lean IT & Agile <i>Enabling Lean IT & Agile Management With The IT4IT Model</i> Charles Betz , Founder & Principal Consultant, Digital Management Academy
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>Business Relationship Management Focus Group</i> Jack Probst , Principal 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 2 – IT Strategic Management <i>IT Transformation at Prudential Group Insurance – The Next Wave</i> Joseph Hayes , VP & CIO, Prudential Group Insurance
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 3 – Lean IT & Agile <i>The Lean IT Implementation Field Guide</i> Mike Orzen , Lean IT Pioneer, Mike Orzen & Associates
3:20 p.m. - 4:20 p.m.	Power Hour – Featured Speakers <i>The Art Of Human Hacking: Social Engineering Self Defense</i> John Sileo , Identity Theft Expert & President & CEO, The Sileo Group
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>The Power Of Habit : Author Charles Duhigg</i> Jack Probst , Principal Consultant, 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 2 – IT Strategic Management <i>See IT Through Different Eyes: "Bridge The Gap & Visualize Your IT Service Management Strategy"</i> Jan-Dirk Krispijn , Director Outsourcing, Pink Elephant Netherlands
11:10 a.m. - 12:10 p.m.	Track 2 – IT Strategic Management <i>IT Governance Vs. Compliance – Taking Back The Strategy High Ground</i> 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 <i>Service Costing 101: Everything You Need To Know To Plan Implementation Of Service Costing</i> Dean Meyer , Author, Internal Market Economics
3:45 p.m.	Conference Ends
Post-Conference Courses: February 18-20, 2016	
Choose from seven courses. Troy recommends the following post-conference courses:	
<ul style="list-style-type: none"> • Business Relationship Management Professional – February 18-20, 2016 • Organizational Change Management Practitioner – February 18-19, 2016 • ITIL Practitioner – 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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