Pink17 – Customized Agenda: David Ratcliffe's Picks (President, Pink Elephant)

David's customized agenda represents a cross section of sessions that caught David's attention as either hot topics in the industry or actionable skills necessary to create an effective and efficient workplace. Organizational Change Management is a growing discipline that is requiring more and more attention and you'll find a number of sessions that speak to this subject.

Pre-Conference Courses: February 15-19, 2017
Choose from 9 courses. David Ratcliffe recommends these courses: • Organizational Change Management Foundation – February 15 -17, 2017 • Organizational Change Management Practitioner – February 18 -19, 2017

Date & Time	Track & Session
Sunday, February 19, 2017	
4:00 p.m. - 5:00 p.m.	**Sunday Optimizer** *The Lean CIO* **Troy DuMoulin**, VP, Research & Development, Pink Elephant
5:00 p.m. - 7:00 p.m.	**Welcome Reception: Exhibition Showcase Open**
Monday, February 20, 2017	
7:15 a.m. - 8:15 a.m.	**Breakfast Club** *A Five Stage Model For How Organizations Adopt DevOps* **Rob England**, The IT Skeptic
8:30 a.m. - 10:10 a.m.	**Conference Welcome & Opening Remarks** **Opening Keynote: On The Edge: Leadership Lessons From Mount Everest** **Alison Levine,** Author & First American Women's Everest Expedition Team Captain
10:30 a.m. - 11:30 a.m.	**Track 1: IT Leadership** *The Trust & Ownership Leadership Model – The Foundation For The Agile Culture* **Niel Nickolaisen**, CTO, OC Tanner & Author, *The Agile Culture*
11:45 a.m. - 12:45 p.m.	**Track 9: Tools & Technology** *Pivoting To An Automated "Self-Healing" Strategy & Reducing OPEX* **Bob Whirley**, CEO, Utopic Software
1:00 p.m. - 2:00 p.m.	**Track 9: Tools & Technology** *Communicate. Connect. Change. Service Management Evolved* **Christopher Kuhn**, Chief Operations Officer, OTRS
2:15 p.m. - 3:15 p.m.	**Track 10: Communication** *"Diversity & Inclusion" – 5 Steps To Having A Difficult Conversation* **Christina Aldan**, CEO, LG Designs
3:45 p.m. - 4:45 p.m.	**Power Hour** *The 7 Deadliest Workplace Communication Sins* **Skip Weisman**, Workplace Communication Expert, Weisman Success Resources, Inc.
5:00 p.m. - 7:30 p.m.	**Networking Reception**

Tuesday, February 21, 2017	
7:15 a.m. - 8:15 a.m.	**Breakfast Club** *Big Data Challenges: Is Your IT Service Data Stuck In The 'Swamp' Or The 'Lagoon'?* **Gustav Toppenberg**, Ph.D. Senior Director – Global Head Of Enterprise Architecture & Service Management, Aon Technologies
8:30 a.m. - 10:10 a.m.	**Keynote Address: Full Of Heart: My Story Of Survival, Strength & Spirit** **J.R. Martinez**, Author, US Army Veteran, Advocate **IT Excellence Awards Presentations**
10:30 a.m. - 11:30 a.m.	**Track 3: Lean IT & Agile** *Agile ITSM: Practical Experiences On Kanban & Scrum In Services* **Dave van Herpen**, Management Consultant, Enterprise Agility & DevOps, Sogeti Nederlands B.V
11:45 a.m. - 12:45 p.m.	**Track 9: Tools & Technology** *Applying The Mobile First Mindset To IT* **Tim Wilde**, Senior Solutions Consultant, EasyVista
1:00p.m. - 2:00 p.m.	**Track 9: Tools & Technology** *Requirements – The Secret To Implementing Great Processes & Tools* **David Mainville**, CEO & Co-Founder, Navvia
2:15p.m. - 3:15 p.m.	**Track 3: Lean IT & Agile** *"Failure" As Success In An Agile World: The Mindset, The Methods & The Landmines* **J. Paul Reed**, Managing Partner, Release Engineering Approaches & Author, *DevOps In Practice*
3:45 p.m. - 4:45 p.m.	**Power Hour** *Who Wants To Be A Great IT Leader?* **David Ratcliffe**, President, Pink Elephant
6:00 p.m. - 9:00 p.m.	**PinkCAFÉ & PinkPATIO**
Wednesday, February 22, 2017	
7:15 a.m. - 8:15 a.m.	**Breakfast Club** *Service Management & The Internet Of Everything* **Charlie Miles**, Management Consultant, Pink Elephant
8:30 a.m. - 10:10 a.m.	**Keynote Address: Leading & Managing Change In The New Reality** **Eric Boles,** President, Game Changers Inc. **IT Excellence Award Presentation: Case Study Of The Year**
10:30 a.m. - 11:30 a.m.	**Track 2: IT Strategic Management** *Ensuring Your IT Function Is Fit For Purpose* **David Ratcliffe**, President, Pink Elephant
1:00 p.m. - 3:45 p.m.	**Half-Day Workshops** *Problem Solving The Lean Way* **Mike Orzen**, Lean IT Pioneer, Mike Orzen & Associates
4:00 p.m.	**Conference Ends**
Post-Conference Courses: February 23-25, 2017	

Choose from 6 courses. Our recommended options for CIOs and senior leadership:

- Lean IT Leadership – February 23 - 25, 2017

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