

Pink17 – Customized Agenda: Gary Case's Picks (Principal Consultant, Pink Elephant)

This year, Gary is particularly interested in Agile and DevOps – and he thinks you should be too! Gary's customized agenda includes numerous sessions about how to implement these two practices, and he has also included sessions that focus on the people side of Organizational Change Management.

Pre-Conference Courses: February 15-19, 2017	
Choose from 9 courses. Gary recommends these courses:	
<ul style="list-style-type: none"> Organizational Change Management Foundation – February 15 - 17 Organizational Change Management Practitioner – February 18 - 19 Certified Agile Service Manager – February 17 - 19 Agile Scrum Foundation – February 18 - 19 	
Date & Time	Track & Session
Sunday, February 19, 2017	
4:00 p.m. - 5:00 p.m.	Sunday Optimizer <i>What IT Managers Need To Know About DevOps Certification</i> Graham Furnis , Management Consultant, 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 <i>A Five Stage Model For How Organizations Adopt DevOps</i> 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 7 – Organizational Change Management <i>Oxford University – An ITSM Change Story In Higher Education</i> Ian Teasdale , Service Desk Manager, Oxford University
11:45 a.m. - 12:45 p.m.	Track 6 – DevOps <i>Agile, Lean & DevOps: Working Together To Increase ITSM Efficiency</i> Troy DuMoulin , VP, Research & Development, Pink Elephant
1:00 p.m. - 2:00 p.m.	Track 9 – Tools & Technology <i>Communicate. Connect. Change. Service Management Evolved</i> Christopher Kuhn , Chief Operations Officer, OTRS
2:15 p.m. - 3:15 p.m.	Track 3 – Lean IT & Agile <i>From Service Management Office To Service Management Governance In An Agile World</i> Cathy Kirch , ITSM Governance Manager, Allstate Insurance Company, itSMF USA President
3:45 p.m. - 4:45 p.m.	Power Hour <i>The 7 Deadliest Workplace Communication Sins</i> 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 <i>"Platinum Pass" Ask-The-Expert Breakfast Clubs</i> Jack Probst , Principal Consultant, Pink Elephant
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 7 – Organizational Change Management <i>The 4 P's Of Successful ITSM Change Projects: People, People, People, People</i> Peter Hubbard , Principal Consultant, Pink Elephant
11:45 a.m. - 12:45 p.m.	Track 2 – IT Strategic Management <i>Learning From Failure...Is It Possible?</i> Jack Probst , Principal Consultant, Pink Elephant
1:00 p.m. - 2:00 p.m.	Track 7 – Organizational Change Management <i>Leading Change: Kotter's 8-Step Model</i> Gary Case , Principal Consultant, Pink Elephant
2:15 p.m. - 3:15 p.m.	Track 3 – Lean IT & Agile <i>"Failure" As Success In An Agile World: The Mindset, The Methods & The Landmines</i> J. Paul Reed , Managing Partner, Release Engineering Approaches & Author, <i>DevOps In Practice</i>
3:45 p.m. - 4:45 p.m.	Power Hour <i>Moose-On-The-Table: Fostering Courageous Conversations To Address Communication Breakdowns</i> Jim Clemmer , President, Clemmer Group
6:00 p.m. - 9:00 p.m.	PinkCAFÉ & PinkPATIO
Wednesday, February 22, 2017	
7:15 a.m. - 8:15 a.m.	Breakfast Club <i>What DevOps Means For ITSM In An Enterprise</i> Rob England , The IT Skeptic
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 7 – Organizational Change Management <i>The Impact Organizational Change Plays In The Success Or Failure Of Any Initiative</i> Gary Case , Principal Consultant, Pink Elephant
1:00 p.m. - 3:45 p.m.	Track 12 – Half-Day Workshop <i>Agile Process Improvement</i> Robin Hysick , Management Consultant, Pink Elephant
4:00 p.m.	Conference Ends
Post-Conference Courses: February 23-25, 2017	
Choose from 6 courses. Gary recommends the following courses:	
<ul style="list-style-type: none"> DevOps Foundation – February 23 - 25 	

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

ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.