Pink17 – Customized Agenda: Graham Price's Picks (Principal Consultant, Pink Elephant)

Graham's customized agenda reflects his view that IT Service Management isn't just about ITIL processes. It's also the consideration and adoption of other practices such as Lean IT and DevOps and integrating them into your overall ITSM approach.

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

Date & Time	Track & Session
Sunday, February 19, 2017	
4:00 p.m. - 5:00 p.m.	**Sunday Optimizer** *The Yellow Brick Road & The Effective Organizational Change Manager* **Robin Hysick**, Organizational Development Advisor
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** *Beyond KPIs – Next-Generation ITSM Analytics* **Mark Gabbard**, Director Of Product Marketing, Numerify
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** *Lean Leadership – An Essential Element Of DevOps Teams* **Mike Orzen**, President, Mike Orzen & Associates
11:45 a.m. - 12:45 p.m.	**Track 6: DevOps** *Agile, Lean & DevOps: Working Together To Increase ITSM Efficiency* **Troy DuMoulin**, VP, Research & Development, Pink Elephant
1:00 p.m. - 2:00 p.m.	**Track 9: Tools & Technology** *What Is A Mobile-First Service Management Platform?* **Kevin Coppins**, Vice President Of Sales, EasyVista
2:15 p.m. - 3:15 p.m.	**Track 5: ITIL – 10 Years Later** *ITIL – 10 Years Later – Harvard University* **Dennis Ravenelle**, Release Project Manager, Harvard University
3:45 p.m. - 4:45 p.m.	**Power Hour** *Advanced ITIL Adaption – What Does It Look Like & What Does It Really Mean?* **Troy DuMoulin**, VP, Research & Development, Pink Elephant
5:00 p.m. - 7:30 p.m.	**Networking Reception**

Tuesday, February 21, 2017	
7:15 a.m. - 8:15 a.m.	**Breakfast Club** *Get Out Of The Way: Moving From Change Control To Change Facilitation* **Rob England**, The IT Skeptic
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 1: IT Leadership** *Lead, Follow, Or Wallow: Inspiring Personal Leadership* **Jim Clemmer**, President, Clemmer Group
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
1:00 p.m. - 2:00 p.m.	**Track 9: Tools & Technology** *Drive Self-Service Adoption: Think Like A Growth Hacker* **Narain Muralidharan**, Product Marketing Manager, Freshservice
2:15 p.m. - 3:15 p.m.	**Track 4: ITIL & IT Service Management** *The Major Incident Juggling Act* **Robert Nessler**, ITSM Manager, State Of Colorado – Governor's Office Of Information Technology
3:45 p.m. - 4:45 p.m.	**Power Hour** *Moose-On-The-Table: Fostering Courageous Conversations To Address Communication Breakdowns* **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** *What DevOps Means For ITSM In An Enterprise* **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** *The Importance Of Stakeholder Management During Major Change* **Charlie Miles**, Management Consultant, Pink Elephant
1:00 p.m. - 3:45 p.m.	**Half-Day Workshops** *Real Response: A Pattern For Responding (Standard + Case)* **Rob England**, The IT Skeptic
4:00 p.m.	**Conference Ends**
Post-Conference Courses: February 23-25, 2017	

Choose from 6 courses. Graham recommends these courses:

- Business Relationship Management Professional – February 23 - 25
- Lean IT Kaizen: Implementing Lean IT Practices – February 23 - 25

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