



“Pink17”

Communicate. Connect. Change.

Pink17 – Customized Agenda: Troy DuMoulin’s Picks (VP Research & Development, Pink Elephant)

At Pink17 Troy strongly recommends you attend sessions that help you to understand how to accelerate and modernize the investment in IT Service Management. The business drivers of today require higher levels of velocity and agility, yet still require the delivery of quality and the management of risk.

Pre-Conference Courses: February 15-19, 2017	
Choose from 9 courses. Troy recommends these options:	
<ul style="list-style-type: none"> • 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 <i>The Yellow Brick Road & The Effective Organizational Change Manager</i> Robin Hysick , Organizational Development Advisor, 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>ITSM Roles In An Agile & DevOps World</i> Jayne Groll , Co-Founder & Board Member Of The DevOps Institute (DOI)
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 8 – Pink Think Tank What Do Leaders Need To Know About Strategic Critical Success Factors For DevOps? Niels Loader , Principal Consultant, High Performance IT, Quint Wellington Redwood
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>Best Practices For A Service Catalog Implementation Success</i> Kevin Smith , SVP, Strategic Initiatives, HEAT Software
2:15 p.m. - 3:15 p.m.	Track 2 – IT Strategic Management <i>Integrating IT Strategy & ITSM – A Challenging But Worthwhile Journey</i> Chris Hover , IT Manager – Service Quality, Corning Inc.
3:45 p.m. - 4:45 p.m.	Power Hour <i>Four Conversations For Success</i> Stuart Knight , Critically Acclaimed Author, Award Winning Entrepreneur & Expert
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>Get Out Of The Way: Moving From Change Control To Change Facilitation</i> 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 3 – Lean IT & Agile <i>Using The Fiery Sword Of Lean With Agile Thinking To Turbocharge Service Management</i> Jonathan Hinkle , AVP IT Service, American Fidelity
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
1:00p.m. - 2:00 p.m.	Track 9 – Tools & Technology <i>Requirements – The Secret To Implementing Great Processes & Tools</i> David Mainville , CEO & Co-Founder, Navvia
2:15p.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, DevOps In Practice
3:45 p.m. - 4:45 p.m.	Power Hour <i>Who Wants To Be A Great IT Leader?</i> 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 <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 10 – Communication <i>Two Communication Models Every Leader Must Understand</i> Robin Hysick , Management Consultant, Pink Elephant
1:00 p.m. - 3:45 p.m.	Track 12 – Half-Day Workshops <i>Problem Solving The Lean Way</i> 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:	
<ul style="list-style-type: none"> • Lean IT Leadership – February 23 - 25 • Lean IT Kaizen – February 23 - 25 • Business Relationship Management Professional – February 23 - 25 	

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