

## Pink17 – Customized Agenda: Lean IT

This agenda represents one of many options for those who have interest in Lean IT and key related subjects. The conference program includes 12 tracks with over 120 sessions, which can be personally customized to fit your specific interests and organizational needs.

Pre- and post-conference courses are also available. These cover a wide range of subjects and management perspectives. Visit our conference website at [www.pinkelephant.com](http://www.pinkelephant.com) to view the full conference program, including session descriptions and course outlines.

| Pre-Conference Courses: February 15-19, 2017   |   |
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| Choose from 9 courses. We recommend these options for Lean IT and key related subjects:  |   |
| <ul style="list-style-type: none"> <li>Lean IT Foundation – February 18-19</li> <li>Organizational Change Management Foundation – February 15 -17</li> <li>ITIL® Continual Service Improvement – February 16-19</li> </ul> |   |
| Date & Time  | Track & Session   |
| <b>Sunday, February 19, 2017</b>   |   |
| 4:00 p.m. - 5:00 p.m.  | <b>Sunday Optimizer</b><br><i>The Lean CIO</i><br><b>Troy DuMoulin</b> , VP, Research & Development, Pink Elephant  |
| 5:00 p.m. - 7:00 p.m.  | <b>Welcome Reception: Exhibition Showcase Open</b>  |
| <b>Monday, February 20, 2017</b>   |   |
| 7:15 a.m. - 8:15 a.m.  | <b>Breakfast Club</b><br><i>A Five Stage Model For How Organizations Adopt DevOps</i><br><b>Rob England</b> , The IT Skeptic  |
| 8:30 a.m. - 10:10 a.m.   | <b>Conference Welcome &amp; Opening Remarks</b><br><b>Opening Keynote: On The Edge: Leadership Lessons From Mount Everest</b><br><b>Alison Levine</b> , Author & First American Women's Everest Expedition Team Captain |
| 10:30 a.m. - 11:30 a.m.  | <b>Track 3 – Lean IT &amp; Agile</b><br><i>How To Use A Lean Rapid Process Improvement To Transform The Service Desk</i><br><b>Cindy Trudeau</b> , Director IT Customer Services, HonorHealth                           |
| 11:45 a.m. - 12:45 p.m.  | <b>Track 6 – DevOps</b><br><i>Agile, Lean &amp; DevOps: Working Together To Increase ITSM Efficiency</i><br><b>Troy DuMoulin</b> , VP, Research & Development, Pink Elephant  |
| 1:00 p.m. - 2:00 p.m.  | <b>Track 9 – Tools &amp; Technology</b><br><i>What Is A Mobile-First Service Management Platform?</i><br><b>Evan Carlson</b> , Vice President Of Sales, EasyVista   |
| 2:15 p.m. - 3:15 p.m.  | <b>Track 6 – DevOps</b><br><i>Accelerating ITSM With A Lean &amp; DevOps Mindset</i><br><b>Paul Henell</b> , VP IT Service Management, Prudential Insurance Group   |
| 3:45 p.m. - 4:45 p.m.  | <b>Power Hour</b><br><i>The 7 Deadliest Workplace Communication Sins</i><br><b>Skip Weisman</b> , Weisman Success Resources, Inc.   |
| 5:00 p.m. - 7:30 p.m.  | <b>Networking Reception</b>   |

| <b>Tuesday, February 21, 2017</b>  |   |
|--|---|
| 7:15 a.m. - 8:15 a.m.  | <b>Breakfast Club</b><br><i>What IT Managers Need To Know About Agile Scrum Certification</i><br><b>Matthew Bowles</b> , Director Of Professional Services, Pink Elephant                                   |
| 8:30 a.m. - 10:10 a.m.   | <b>Keynote Address: Full Of Heart: My Story Of Survival, Strength &amp; Spirit</b><br><b>J.R. Martinez</b> , Author, US Army Veteran, Advocate<br><b>IT Excellence Awards Presentations</b>                 |
| 10:30 a.m. - 11:30 a.m.  | <b>Track 3 – Lean &amp; Agile</b><br><i>Using The Fiery Sword Of Lean With Agile Thinking To Turbocharge Service Management</i><br><b>Jonathan Hinkle</b> , AVP IT Service, American Fidelity               |
| 11:45 a.m. - 12:45 p.m.  | <b>Track 2 – IT Strategic Management</b><br><i>Learning From Failure – Is It Possible?</i><br><b>Jack Probst</b> , Principal Consultant, Pink Elephant  |
| 1:00 p.m. - 2:00 p.m.  | <b>Track 9 – Tools &amp; Technology</b><br><i>Requirements – The Secret To Implementing Great Processes &amp; Tools</i><br><b>David Mainville</b> , CEO & Co-Founder, Navvia                                |
| 2:15 p.m. - 3:15 p.m.  | <b>Track 3 – Lean IT</b><br><i>Lean IT Transformations – The Great, The Good &amp; The Ugly</i><br><b>Niels Loader</b> , Lean IT Association Chief Examiner, Principal Consultant, Quint Wellington Redwood |
| 3:45 p.m. - 4:45 p.m.  | <b>Power Hour</b><br><i>Motivation By Chocolate</i><br><b>Denise Ryan</b> , Firestar Speaking   |
| 6:00 p.m. - 9:00 p.m.  | <b>PinkCAFÉ &amp; PinkPATIO</b>   |
| <b>Wednesday, February 22, 2017</b>  |   |
| 7:15 a.m. - 8:15 a.m.  | <b>Breakfast Club</b><br><i>The 4 Disciplines Of Execution</i><br><b>Gary Case</b> , Principal Consultant, Pink Elephant  |
| 8:30 a.m. - 10:10 a.m.   | <b>Keynote Address: Leading &amp; Managing Change In The New Reality</b><br><b>Eric Boles</b> , President, Game Changers Inc.<br><b>IT Excellence Award Presentation: Case Study Of The Year</b>            |
| 10:30 a.m. - 11:30 a.m.  | <b>Track 1 – IT Leadership</b><br><i>How To “Jazz Up” IT Leadership, Structures &amp; Systems To Accelerate Value</i><br><b>Troy DuMoulin</b> , VP, Research & Development, Pink Elephant                   |
| 1:00 p.m. - 3:45 p.m.  | <b>Track 12 – Half-Day Workshops</b><br><i>Problem Solving The Lean Way</i><br><b>Mike Orzen</b> , Lean IT Pioneer, Mike Orzen & Associates   |
| 4:00 p.m.  | <b>Conference Ends</b>  |
| <b>Post-Conference Courses: February 23-25, 2017</b>   |   |
| Choose from 6 courses. Our recommended options for Lean IT and key related subjects:   |   |
| <ul style="list-style-type: none"> <li>• Lean IT Kaizen – February 23-25</li> <li>• Lean IT Leadership – February 23-25</li> </ul> |   |

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

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