



Pink18 – Customized Agenda: David Ratcliffe’s Picks

David is the President and co-founder of Pink Elephant. The agenda that he has created is adapted for executives within any organization. It is intended for those in a similar role who are looking to gain valuable insights about leading an organization more effectively.

Pre-Conference Courses: February 14-18, 2018	
Choose from 9 courses. David recommends the following courses:	
<ul style="list-style-type: none"> • Organizational Change Management Foundation – February 14-16, 2018 • Organizational Change Management Practitioner – February 17-18, 2018 	
Date & Time	Track & Session
Sunday, February 18, 2018	
5:00 p.m. - 7:00 p.m.	Welcome Reception & Exhibition Showcase Open
Monday, February 19, 2018	
7:15 a.m. - 8:15 a.m.	Early Risers <i>Essential Knowledge: How Everything Needs To Be Designed & Re-Designed With Lean Thinking</i> Beverly Parker , Management Consultant, Pink Elephant
8:30 a.m. - 10:10 a.m.	Conference Welcome & Opening Remarks Keynote Address: Better & Faster – The Proven Path To Unstoppable Ideas Jeremy Gutsche , Innovation Keynote Speaker, CEO & Award-Winning Author
10:30 a.m. - 11:30 a.m.	Track 6: DevOps <i>DevOps & ITIL: A Happy Marriage?</i> Stephen Ley , Partner, Joost IT Tooling & Service Management, Netherlands
1:00 p.m. - 2:00 p.m.	Track 9: Tools & Technology <i>Leading A Successful ITSM Tool Implementation</i> David Mainville , CEO & Co-Founder, Navvia
2:15 p.m. - 3:15 p.m.	Track 3: Lean IT & Agile <i>Creating A Culture Of Continual Improvement Using LEAN Principles</i> Alyson Briscoe , IT Process & Quality Manager, ReAssure
3:35 p.m. - 4:45 p.m.	Power Hour <i>The 4 Biggest Challenges Facing IT Today & What You MUST Do About Them</i> David Ratcliffe , President, Pink Elephant
5:00 p.m. - 7:30 p.m.	Networking Reception & Exhibition Showcase Open



Tuesday, February 20, 2018	
7:15 a.m. - 8:15 a.m.	Track 4: ITIL & IT Service Management <i>Service Management In The Cloud</i> Peter Hubbard , Principal Consultant, Pink Elephant
8:30 a.m. - 10:10 a.m.	Keynote Address: Moving To Great – Understanding The Best In Life & Work Eric Boles , Game Changers Inc IT Excellence Awards Presentation: Innovation Of The Year, Project Of The Year & Leader Of The Year
10:30 a.m. - 11:30 a.m.	Track 1: IT Leadership <i>Values Based Leadership & Tangible Outcomes</i> Raymond Lefebvre , VP Of Information Technology & CIO, Bridgewater State University
2:15 p.m. - 3:15 p.m.	Track 4: ITIL & IT Service Management <i>How To Become A Millionaire; First...Get A Million Bucks</i> Charlie Miles , Management Consultant, Pink Elephant
3:35 p.m. - 4:45 p.m.	Power Hour <i>Integrated Service Management – The New Reality!</i> David Ratcliffe , President, Pink Elephant
Wednesday, February 21, 2018	
7:15 a.m. - 8:15 a.m.	Track 4: ITIL & IT Service Management <i>Change Management Is Dead. Long Live Change Management</i> Charlie Miles , Management Consultant, Pink Elephant
8:30 a.m. - 10:00 a.m.	Keynote Address: How Top Leaders & Organizations Drive Business Results Through Trust David Horsager , The Trust Edge™ Closing Remarks & IT Excellence Award Presentation: Case Study Of The Year
10:20 a.m. - 11:30 a.m.	Track 1: IT Leadership <i>Do You Lead “I” Shaped Or “T” Shaped Professionals?</i> David Ratcliffe , President, Pink Elephant
3:45 p.m.	Conference Ends
Post-Conference Courses: February 22-24, 2018	
Choose from 8 courses. David recommends the following courses:	
<ul style="list-style-type: none"> • NEW! Integrated Service Management Essentials – February 22-23,2018 • Business Relationship Management Professional – February 22-24, 2018 	

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

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