



**Pink18 – Customized Agenda: Gary Case’s Picks**

Gary’s agenda is geared toward the leader who is looking for advanced learning in IT Service Management. His selection of top-notch speakers and topics ranging from Business Relationship Management to Security and even Lean IT, demonstrates his keen interest in Continual Service Improvement and Organizational Change Management, as they have an impact on every organization no matter their industry or size.

**Pre-Conference Courses: February 14-18, 2018**

Choose from 9 courses. Gary recommends the following courses:

- Lean IT Foundation: Understanding Lean IT Principles & Objectives – February 17-18, 2018

<b>Date &amp; Time</b>	<b>Track &amp; Session</b>
<b>Sunday, February 18, 2018</b>	
4:00 p.m. - 5:00 p.m.	<b>Pre-Conference Optimizers</b> <i>The Lean CIO</i> <b>Troy DuMoulin</b> , VP, Research & Development, Pink Elephant
5:00 p.m. - 7:00 p.m.	<b>Welcome Reception &amp; Exhibition Showcase Open</b>
<b>Monday, February 19, 2018</b>	
7:15 a.m. - 8:15 a.m.	<b>Track 9: Tools &amp; Technology</b> <i>How Do You Create A CMDB In The Real World?</i> <b>Peter Hubbard</b> , Principal Consultant, Pink Elephant
8:30 a.m. - 10:10 a.m.	<b>Conference Welcome &amp; Opening Remarks</b> <b>Keynote Address: Better &amp; Faster – The Proven Path To Unstoppable Ideas</b> <b>Jeremy Gutsche</b> , Innovation Keynote Speaker, CEO & Award-Winning Author
10:30 a.m. - 11:30 a.m.	<b>Track 3: Lean IT &amp; Agile</b> <i>Moving The Needle: How To Develop Strategic Goals Utilizing Voice Of The Customer &amp; Lean Six Sigma</i> <b>Christine Lamm</b> , Continuous Improvement Manager, Amerisource Bergen
11:45 a.m. - 12:45 p.m.	<b>Track 9: Tools &amp; Technology</b> <i>Odd Couple Or The Perfect Pair: Security &amp; ITSM?</i> <b>Kevin J. Smith</b> , SVP, Strategic Initiatives, Ivanti
1:00 p.m. - 2:00 p.m.	<b>Track 9: Tools &amp; Technology</b> <i>The Disruption Gap: The New Threat For IT Leaders</i> <b>Matt Fisher</b> , Senior Vice President, Product Strategy, Snow Software
2:15 p.m. - 3:15 p.m.	<b>Track 10: Communication</b> <i>Telling The Story – A Necessary Skill</i> <b>Jack Probst</b> , Principal Consultant, Pink Elephant
3:35 p.m. - 4:45 p.m.	<b>Power Hour</b> <i>The 7 Habits Of Highly Effective People &amp; Leaders – Through A Lean Lens</i> <b>Troy DuMoulin</b> , VP, Research & Development, Pink Elephant
5:00 p.m. - 7:30 p.m.	<b>Networking Reception &amp; Exhibition Showcase Open</b>

# IT Service Management Conference & Exhibition

February 18-21, 2018  
JW Marriott Orlando, Grande Lakes



Tuesday, February 20, 2018	
7:15 a.m. - 8:15 a.m.	<b>Track 7: Organizational Change Management</b> <i>The Yellow Brick Road &amp; The Effective Organizational Change Manager</i> <b>Robin Hysick</b> , Organizational Development Advisor, Pink Elephant
8:30 a.m. - 10:10 a.m.	<b>Keynote Address: Moving To Great – Understanding The Best In Life &amp; Work</b> <b>Eric Boles</b> , Game Changers Inc <b>IT Excellence Awards Presentation:</b> Innovation Of The Year, Project Of The Year & Leader Of The Year
10:30 a.m. - 11:30 a.m.	<b>Track 1: IT Leadership</b> Values Based Leadership & Tangible Outcomes <b>Raymond Lefebvre</b> , VP Of Information Technology & CIO, Bridgewater State University
11:45 a.m. - 12:45 p.m.	<b>Track 9: Tools &amp; Technology</b> <i>Five Self-Service Building Blocks To Increase Adoption &amp; Prepare For The Future</i> <b>Justin Roux</b> , Director, Product Marketing & Program Management, EasyVista
1:00 p.m. - 2:00 p.m.	<b>Track 9: Tools &amp; Technology</b> <i>Who Has A Seat In The CIO Boardroom?</i> <b>Rajesh Ganesan</b> , Director, Product Management, ManageEngine
2:15 p.m. - 3:15 p.m.	<b>Track 3: Lean IT &amp; Agile</b> <i>ITSM Service Owner &amp; Agile Product Owner – Two Sides Of The Same Coin</i> <b>Troy DuMoulin</b> , VP, Research & Development, Pink Elephant
3:35 p.m. - 4:45 p.m.	<b>Power Hour</b> <i>Nick Carr Was WRONG! IT Does Matter! More Today Than Ever Before!</i> <b>George Spalding</b> , Executive Vice President, Pink Elephant
Wednesday, February 21, 2018	
7:15 a.m. - 8:15 a.m.	<b>Track 10: Communication</b> <i>Communicate To The Power Of 10!</i> <b>Robin Hysick</b> , Organizational Development Advisor, Pink Elephant
8:30 a.m. - 10:00 a.m.	<b>Keynote Address: How Top Leaders &amp; Organizations Drive Business Results Through Trust</b> <b>David Horsager</b> , The Trust Edge™ <b>Closing Remarks &amp; IT Excellence Award Presentation:</b> Case Study Of The Year
10:20 a.m. - 11:30 a.m.	<b>Track 4: ITIL &amp; IT Service Management</b> <i>The CSI Manager: A.K.A. IT Crime Scene Investigator</i> <b>Graham Price</b> , Principal Consultant, Pink Elephant
1:00 p.m. - 3:45 p.m.	<b>Track 11: Half-Day Workshops</b> <i>Essentials Of Business Relationship Management</i> <b>Graham Furnis</b> , Management Consultant, Pink Elephant
3:45 p.m.	<b>Conference Ends</b>
Post-Conference Courses: February 22-24, 2018	
Choose from 8 courses. Gary recommends the following courses:	
<ul style="list-style-type: none"> <li>Lean IT Kaizen: Implementing Lean IT Practices – February 22-24, 2018</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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