



## Pink18 – Customized Agenda: Graham Price’s Picks

As a Principal Consultant at Pink Elephant, Graham’s recommended sessions for Pink18 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 collectively integrating them into your overall ITSM approach.

Pre-Conference Courses: February 14-18, 2018	
Choose from 9 courses. Graham recommends the following courses:	
<ul style="list-style-type: none"> <li>Agile Scrum Foundation – February 17-18, 2018</li> <li>Lean IT Foundation: Understanding Lean IT Principles &amp; Objectives – February 17-18, 2018</li> </ul>	
Date & Time	Track & Session
<b>Sunday, February 18, 2018</b>	
4:00 p.m. - 5:00 p.m.	<b>Pre-Conference Optimizers</b> <i>Essential Knowledge: The Purpose &amp; Value Of Adopting ITSM &amp; ITIL®</i> <b>Charlie Miles</b> , Management Consultant, 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>Early Risers</b> <i>Essential Knowledge: DevOps Explained (Really!)</i> <b>Graham Furnis</b> , Management 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 5: ITIL – Ten Years Later</b> <i>10+ Years Of Service Transition – You Say DevOps &amp; I Say Release Management</i> <b>Cathy Kirch</b> , ITSM Governance Manager, Allstate Insurance Company, itSMF USA President
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 3: Lean IT &amp; Agile</b> <i>Creating A Culture Of Continual Improvement Using LEAN Principles</i> <b>Alyson Briscoe</b> , IT Process & Quality Manager, ReAssure
3:35 p.m. - 4:45 p.m.	<b>Power Hour</b> <i>The 4 Biggest Challenges Facing IT Today &amp; What You MUST Do About Them</i> <b>David Ratcliffe</b> , President, Pink Elephant
5:00 p.m. - 7:30 p.m.	<b>Networking Reception &amp; Exhibition Showcase Open</b>



Tuesday, February 20, 2018	
7:15 a.m. - 8:15 a.m.	<b>Track 7: Organizational Change Management</b> The Yellow Brick Road & The Effective Organizational Change Manager <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> <i>Values Based Leadership &amp; Tangible Outcomes</i> <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
2:15 p.m. - 3:15 p.m.	<b>Track 6: DevOps</b> <i>Stranger In A Strange Land: Speaking ITIL In A DevOps World</i> <b>David Mainville</b> , CEO & Co-Founder, Navvia
3:35 p.m. - 4:45 p.m.	<b>Power Hour</b> <i>Great Balls Of Fire! How To Stay Motivated No Matter What!</i> <b>Denise Ryan</b> , Motivational Pyromaniac, Firestar Speaking
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 3: Lean IT &amp; Agile</b> The Lean CIO <b>Troy DuMoulin</b> , VP, Research & Development, Pink Elephant
1:00 p.m. - 3:45 p.m.	<b>Track 11: Half-Day Workshops</b> <i>De-Mystifying Agile, Scrum &amp; DevOps</i> <b>Robin Hysick</b> , Organizational Development Advisor, Pink Elephant
3:45 p.m.	<b>Conference Ends</b>
Post-Conference Courses: February 22-24, 2018	
Choose from 8 courses. Graham recommends the following courses:	
<ul style="list-style-type: none"> <li>• <b>NEW!</b> Integrated Service Management Essentials – February 22-23, 2018</li> <li>• <b>NEW!</b> DevOps Essentials – February 22-24, 2018</li> <li>• Lean IT Kaizen – 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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