



Pink18 – Customized Agenda: Starting Your ITIL® Journey

ITIL is not dead and remains a key best practice in ITSM. Start off on the right foot with these enlightening sessions that will put you on the path to success. This agenda is our recommendation for those wanting to get started on their ITIL journey– it’s a long ride, but it’s worth it.

Pre-Conference Courses: February 14-18, 2018	
<ul style="list-style-type: none"> ITIL Foundation – February 16-18, 2018 Lean IT Foundation: Understanding Lean IT Principles & Objectives – February 17-18, 2018 	
Date & Time	Track & Session
Sunday, February 18, 2018	
4:00 p.m. - 5:00 p.m.	Pre-Conference Optimizers <i>Essential Knowledge: The Purpose & Value Of Adopting ITSM & ITIL</i> Charlie Miles , Management Consultant, Pink Elephant
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 3: Lean IT & Agile <i>Moving The Needle: How To Develop Strategic Goals Utilizing Voice Of The Customer & Lean Six Sigma</i> Christine Lamm , Continuous Improvement Manager, Amerisource Bergen
11:45 a.m. - 12:45 p.m.	Track 9: Tools & Technology <i>Odd Couple Or The Perfect Pair: Security & ITSM?</i> Kevin J. Smith , SVP, Strategic Initiatives, Ivanti
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 4: ITIL & IT Service Management <i>The Roadmap Of Darden Restaurants – “Serving Up” ITSM</i> Jeff Imber , Manager, Darden Service Management
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 4: ITIL & IT Service Management <i>Problem Management – The Essential Work That Everyone Loves To Hate</i> Robert Nessler , ITSM Manager, State Of Colorado
11:45 a.m. - 12:45 p.m.	Track 9: Tools & Technology <i>Five Self-Service Building Blocks To Increase Adoption & Prepare For The Future</i> Justin Roux , Director, Product Marketing & Program Management, EasyVista
1:00 p.m. - 2:00 p.m.	Track 9: Tools & Technology <i>Who Has A Seat In The CIO Boardroom?</i> Rajesh Ganesan , Director, Product Management, ManageEngine
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 4: ITIL & IT Service Management <i>Top 3 Mistakes To Avoid In A Service Management Program Or Project</i> Jennifer Wels , Management Consultant, Pink Elephant
1:00 p.m. - 3:45 p.m.	Track 11: Half-Day Workshops <i>Are You A Learning Organization & Why Should You Be One?</i> Jack Probst , Principal Consultant, Pink Elephant
3:45 p.m.	Conference Ends
Post-Conference Courses: February 22-24, 2018	
<ul style="list-style-type: none"> • How To Define & Implement A CMDB According To ITIL Best Practices – February 22-23, 2018 • NEW! Integrated Service Management Essentials – February 22-23, 2018 • NEW! DevOps Essentials – 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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