

## Pink18 – Customized Agenda: Jack Probst's Picks

Jack has created a focused agenda geared towards IT professionals in leadership roles, addressing the issues that would be appropriate for their level in the organization. This agenda will provide an opportunity for you to engage with leadership matters, themes, constructs and so forth.

Choose from 9 courses. Ja	ck recommends the following courses:
NEW! Integrated Servi	ce Management™ Overview – February 18, 2018
Date & Time	Track & Session
Sunday, February 18, 201	8
canady, i condury 10, 20	Pre-Conference Optimizers
4:00 p.m 5:00 p.m.	Essential Knowledge: Governance For IT Is A Must-Have, Not A Nice-To-Have Jennifer Wels, Management Consultant, Pink Elephant
5:00 p.m 7:00 p.m.	Welcome Reception & Exhibition Showcase Open
Monday, February 19, 201	18
7:15 a.m 8:15 a.m.	Track 6: DevOps
	Reinventing IT: The Changing Roles
	Rob England, The IT Skeptic
	Conference Welcome & Opening Remarks
8:30 a.m 10:10 a.m.	Keynote Address: Better & Faster – The Proven Path To Unstoppable Ideas
	Jeremy Gutsche, Innovation Keynote Speaker, CEO & Award-Winning Author
10.00	Track 2: IT Strategic Management
10:30 a.m 11:30 a.m.	Cisco IT Services Transformation Journey – Running IT As A Business
	Tim Pietro, Senior Manager, Cisco Advanced Services
11.45 a ma 10.45 m ma	Track 9: Tools & Technology Odd Couple Or The Perfect Pair: Security & ITSM?
11:45 a.m 12:45 p.m.	Kevin J. Smith, SVP, Strategic Initiatives, Ivanti
	Track 9: Tools & Technology
1:00 p.m 2:00 p.m.	The Disruption Gap: The New Threat For IT Leaders
	Matt Fisher, Senior Vice President, Product Strategy, Snow Software
2:15 p.m 3:15 p.m.	Track 2: IT Strategic Management
	Driving Strategic Alignment With Best Practices
	<b>Tammy Whited,</b> Head Of Service Management, Office Of The CIO, Fermi National
	Accelerator Laboratories
	Power Hour
3:35 p.m 4:45 p.m.	How Senior Leaders Build Agreement Around Strategy
	Niel Nickolaisen, Chief Technology Officer, OC Tanner
5:00 p.m 7:30 p.m.	Networking Reception & Exhibition Showcase Open

22<sup>nd</sup> Annual International

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Adopt, Adapt & Apply

## IT Service Management Conference & Exhibition

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

Raymond Lefebvre, VP Of Information Technology & CIO, Bridgewater State Univers   11:45 a.m 12:45 p.m. Track 9: Tools & Technology   11:45 a.m 12:45 p.m. Track 9: Tools & Technology   1:00p.m 2:00 p.m. Track 9: Tools & Technology   Who Has A Seat In The CIO Boardroom?   Rajesh Ganesan, Director, Product Management, ManageEngine   2:15p.m 3:15 p.m. Track 7: Organizational Change Management   3:35 p.m 4:45 p.m. IT Organizational Structure - Breaking From That Which Bonds Us   3:35 p.m 4:45 p.m. Power Hour   Nick Carr Was WRONG! IT Does Matter! More Today Than Ever Before!   George Spalding, Executive Vice President, Pink Elephant   Wednesday, February 21, 2018   7:15 a.m 8:15 a.m.   Bisto a.m 10:00 a.m.   David Horsager, The Trust Edge <sup>TM</sup> Closing Remarks & IT Excellence Award Presentation: Case Study Of The Year   Track 1: IT Leadership   Do You Lead "" Shaped Or "T" Shaped Professionals?   David Horsager, The Trust Hou Power Store   Aglie Service Management: What You Need To Know & DO To Make More Money Fo.   Your Business!   George Spalding, Executive Vice President, Pink Elephant   Track 11: Half-Day Workshops   Aglie Service Management: What	Tuesday, February 20, 2018	
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   10:40 a.m 12:45 p.m. Track 3: Tools & Technology   11:45 a.m 12:45 p.m. Track 9: Tools & Technology   11:45 a.m 12:45 p.m. Track 9: Tools & Technology   11:00 p.m 2:00 p.m. Track 9: Tools & Technology   11:00 p.m 2:00 p.m. Track 9: Tools & Technology   11:00 p.m 3:15 p.m. Track 7: Organizational Change Management   2:15 p.m 3:15 p.m. IT Organizational Change Management   3:35 p.m 4:45 p.m. Power Hour   3:35 p.m 4:45 p.m. Track 1: Ocommunication   7:15 a.m 8:15 a.m. Track 10: Communication   7:15 a.m 8:15 a.m. Track 10: Communication   8:30 a.m 10:00 a.m. Track 11: Leadership   10:20 a.m 11:30 a.m. Do You Lead 'I'' Shaped Or 'T'' Shaped Professionals?   David Horsager, The Trust Edge <sup>TM</sup> Closing Remarks & IT Excellence Award Presentation: Case Study Of The Year   Track 10: 00 p.m 3:45 p.m. Track 11: Hadership   David Horsager, The Trust Edge <sup>TM</sup> Closing Remarks & IT Excellence Award Presentation: Case Study	7:15 a.m 8:15 a.m.	The Yellow Brick Road & The Effective Organizational Change Manager
10:30 a.m 11:30 a.m. Values Based Leadership & Tangible Outcomes Raymond Lefebvre, VP Of Information Technology & CIO, Bridgewater State Univers Track 9: Tools & Technology Taking The IT Out Of ITSM John Carter, Project Manager, IT Client Services, City Of Ottawa Track 9: Tools & Technology Who Has A Seat In The CIO Boardroom? Rajesh Ganesan, Director, Product Management, ManageEngine Track 7: Tools & Technology Who Has A Seat In The CIO Boardroom? Rajesh Ganesan, Director, Product Management, ManageEngine Track 7: Tools & Technology Who Has A Seat In The CIO Boardroom? Rajesh Ganesan, Director, Product Management, ManageEngine Track 7: Tools & Technology Who Has A Seat In The CIO Boardroom? Rajesh Ganesan, Director, Product Management, ManageEngine Track 7: Organizational Change Management IT Organizational Structure – Breaking From That Which Bonds Us Jack Probst, Principal Consultant, Pink Elephant Power Hour Nick Carr Was WRONG! IT Does Matter! More Today Than Ever Before! George Spalding, Executive Vice President, Pink Elephant Wednesday, February 21, 2018   Track 10: Communication Communicate To The Power Of 10! Robin Hysick, Organizational Development Advisor, Pink Elephant Keynote Address: How Top Leaders & Organizations Drive Business Results Through Trust David Horsager, The Trust Edge <sup>TM</sup> Closing Remarks & IT Excellence Award Presentation: Case Study Of The Year Track 11: Haif-Day Workshops Agile Service Management: What You Need To Know & DO To Make More Money Fo Your Business! George Spalding, Executive Vice President, Pink Elephant   1:00 p.m 3:45 p.m. Conference Ends   Post-Conference Courses: February 22-24, 2018	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 &
11:45 a.m 12:45 p.m. Taking The IT Out Of ITSM   John Carter, Project Manager, IT Client Services, City Of Ottawa   1:00 p.m 2:00 p.m. Track 9: Tools & Technology   Who Has A Seat In The CIO Boardroom?   Rajesh Ganesan, Director, Product Management, ManageEngine   Track 7: Organizational Structure – Breaking From That Which Bonds Us   Jack Probst, Principal Consultant, Pink Elephant   Power Hour   Nick Carr Was WRONG! IT Does Matter! More Today Than Ever Before!   George Spalding, Executive Vice President, Pink Elephant   Wednesday, February 21, 2018   Track 10: Communicate To The Power Of 10!   Robin Hysick, Organizational Development Advisor, Pink Elephant   8:30 a.m 10:00 a.m.   David Horsager, The Trust Edge <sup>TM</sup> Closing Remarks & IT Excellence Award Presentation: Case Study Of The Year   Track 1: It Leadership   Do you Lead "!" Shaped Or "T" Shaped Professionals?   David Ratcliffe, President, Pink Elephant   Track 1: Half-Day Workshops   Agile Service Management: What You Need To Know & DO To Make More Money Fo   Your Business!   George Spalding, Executive Vice President, Pink Elephant   Track 1: Half-Day Workshops   Agile Service Management: What You Need To Know & DO To Make More	10:30 a.m 11:30 a.m.	
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	3:45 p.m.	Conference Ends
	Post-Conference Courses: Feb	oruary 22-24, 2018
Choose from 8 courses. Jack recommends the following courses:		

• Lean IT Leadership – 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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