



Pink18 – Customized Agenda: Troy DuMoulin’s Picks

At Pink18, Troy strongly recommends you attend sessions that help you understand how to accelerate your IT service delivery practices and create a culture of continual improvement and collaboration. His recommended sessions explore the people side of the equation from a leadership, structure and effective organizational change approach, to name a few.

Pre-Conference Courses: February 14-18, 2018	
Choose from 9 courses. Troy recommends the following courses:	
<ul style="list-style-type: none"> 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: Understanding & Applying The Change Management Body Of Knowledge (CMBok) From The Change Management Institute</i> Robin Hysick , Organizational Development Advisor, 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: DevOps Explained (Really!)</i> Graham Furnis , 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 7: Organizational Change Management <i>Scaled Process Governance: The Struggle Is Real!</i> Heather Marzano , Process Governance Manager, Amerisource Bergen
11:45 a.m. - 12:45 p.m.	Track 9: Tools & Technology <i>Manual Incident Response Costs Organizations A Fortune & Ruins People’s Lives!</i> Vincent Geffray , Senior Director Of Product Marketing, IT Alerting, Everbridge
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 2: IT Strategic Management <i>Driving Strategic Alignment With Best Practices</i> Tammy Whited , Head Of Service Management, Office Of The CIO, Fermi National Accelerator Laboratories
3:35 p.m. - 4:45 p.m.	Power Hour <i>The 7 Habits Of Highly Effective People & Leaders – Through A Lean Lens</i> Troy DuMoulin , VP, Research & Development, 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
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 7: Organizational Change Management <i>IT Organizational Structure – Breaking From That Which Bonds Us</i> Jack Probst , Principal Consultant, Pink Elephant
3:35 p.m. - 4:45 p.m.	Power Hour <i>Nick Carr Was WRONG! IT Does Matter! More Today Than Ever Before!</i> George Spalding , Executive Vice President, Pink Elephant
Wednesday, February 21, 2018	
7:15 a.m. - 8:15 a.m.	Track 10: Communication <i>Communicate To The Power Of 10!</i> Robin Hysick , Organizational Development Advisor, 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
1:00 p.m. - 3:45 p.m.	Track 11: Half-Day Workshops <i>Agile Service Management: What You Need To Know & DO To Make More Money For Your Business!</i> George Spalding , Executive Vice President, Pink Elephant
3:45 p.m.	Conference Ends
Post-Conference Courses: February 22-24, 2018	
Choose from 8 courses. Troy recommends the following courses:	
<ul style="list-style-type: none"> 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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