®PINK

Knowledge Translated Into Results

Sample Agenda: Advanced ITSM Knowledge

We've created several "Sample Agendas" to address specific roles and areas of focus. Check our website for all of them!

If you've been there, done that and bought the t-shirt – you get it now, but are looking for more advanced and progressive approaches. This sample agenda is for you. Go ahead – as the hard questions.

Do you want us to create a personalized agenda just for you? Call our Customer Service Team at 1-888-273-PINK. We're happy to help.

Pre-Conference Courses – choose from one of the following:

- ITIL® 4 Foundation– February 15-17, 2019
- Lean IT Foundation – February 16-17, 2019

Sunday, February 17, 2019

Time	Session
4:00pm - 5:00pm	**Pre-Conference Optimizer** *Process Maturity Optimizer: Using CMMi to Understand & Improve The Value Of Your Processes* Jennifer Wels, Management Consultant, Pink Elephant
5:00pm - 7:00pm	**Welcome Reception & Exhibition Showcase**

Monday, February 18, 2019

Time	Session
7:15am - 8:15am	**Early Riser Session** *Agile Scrum Optimizer: How To Accelerate Speed & Business* **Matthew Bowles**, Director Of Professional Services, Pink Elephant
8:30am - 10:10am	**Conference Welcome & Opening Remarks** **Keynote Address**: *Make Your Bed: Little Things That Can Change Your Life…And Maybe The World* **Admiral William H. McRaven**, USN (Ret.)
10:30am - 11:30am	**Track 2** *Model Services: An Architecture Driven Approach To Improving Service Performance* **James Jones**, IT Service Management Architect, The Boeing Company
11:45am - 12:45pm	**Track 8** *Why Employee Service Management Is The ESM You Should Focus On* **Liz Beckner**, Solutions Engineer, Samanage
1:00pm - 2:00pm	**Track 8** *Best Practices In Service Management Integration* **Andrew Pritchard**, Director of Marketing, Perspectium
2:15pm - 3:15pm	**Track 2** *Vision, Strategy & Leadership: Service Intelligence – The Next Wave Of ITSM* **Jan-Willem Middelburg**, Vice President, Pink Elephant Asia
3:35pm - 4:45pm	**Power Hour** *War* **Troy DuMoulin**, VP, Research & Development, Pink Elephant
5:00pm - 7:30pm	**Networking Reception**

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Tuesday, February 19, 2019

Time	Session
7:15am - 8:15am	**Early Riser Session** *ITIL® – Get Your Update Here!* **Troy DuMoulin**, VP, Research & Development, Pink Elephant
8:30am - 10:10am	**Keynote Address:** *Building World Class Teams: The 8 Essential Elements Of Human Synergy* **Robyn Benincasa**
10:30am - 11:30am	**Track 2** *Lessons In Leadership: A Service Integration Journey* **Marty Williams**, Vice President Of Technology, NIC Inc.
11:45am - 12:45pm	**Track 8** *Separating Hype From Reality: How AI-Driven ITSM Solutions Delivered Results For A Global Leader In Connected Car Technology* **Dr. Akhil Sahai**, Chief Product Officer, Symphony Summit
1:00pm - 2:00pm	**Track 8** *Enterprise Risk Management In Action: Beavers, Dams, Drones & Discipline* **Chad Evans**, Vice President of Corporate Services, Ontario Northland
2:15pm - 3:15pm	**Track 8** *AI & ITSM – Reactive vs Proactive vs Predictive* **George Spalding**, Executive Vice President, Pink Elephant
3:35pm - 4:45pm	**Power Hour** *How To Find Your Inner Herbie So You Can Focus And Get Stuff Done (In A World Gone Mad!)* **Jonathan Hinkle**, Vice President, Director of Information Technology, First Fidelity Bank
5:00pm - 7:00pm	**Networking Reception**

Wednesday, February 20, 2019

Time	Session
7:15am - 8:15am	**Early Riser Session** *Integrating Normal Incident, Major Incident & Service Continuity Management* **Troy DuMoulin**, VP, Research & Development, Pink Elephant
8:30am - 10:00am	**Keynote Address:** *IT Leadership Lessons Learned From "Back To The Future"* **David Ratcliffe**, President, Pink Elephant, **George Spalding**, Executive Vice President, Pink Elephant, **Troy DuMoulin**, VP, Research & Development, Pink Elephant **Closing Remarks & IT Excellence Awards Presentation:** Case Study Of The Year
10:30am - 11:30am	**Track 2** *Linking Innovation To Business Objectives* **David Ratcliffe**, President, Pink Elephant
1:00pm - 3:45pm	**Half-Day Workshops** *Integrated Service Management – An Overview* **Charlie Miles**, Principal Consultant, Pink Elephant
3:45pm	**Conference Ends**

Post-Conference Courses – choose from one of the following:

- DevOps Essentials – February 21-23, 2019
- Organizational Change Management Foundation – February 21-23, 2019
- Integrated Service Management Essentials – February 21-22, 2019
- DevOps Leadership – February 21-23, 2019
- ITIL 4 Foundation – February 21-23, 2019
- Lean IT Leadership – February 21-23, 2019