Sample Agenda: Add Business Value Through Integrated Service Management

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

This sample agenda includes sessions that profile how to use many frameworks together to achieve business value. Today's successful IT organizations have gained an understanding of how to apply a "fit for purpose" approach using many different models like ITIL, Lean, Agile, DevOps, Organizational Change Management, and Business Relationship Management.

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** *ITIL Optimizer: The Purpose & Value Of Adopting ITSM & ITIL* **Charlie Miles**, Principal Consultant, Pink Elephant
5:00pm - 7:00pm	**Welcome Reception & Exhibition Showcase**

Monday, February 18, 2019

Time	Session
7:15am - 8:15am	**Early Riser Session** *Leading Change: Best Practices* **Gary Case**, Principal Consultant, 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 7** *Aligning Complex IT Supply Chains With Service Integration & Management (SIAM)* **Troy DuMoulin**, VP, Research & Development, Pink Elephant
11:45am - 12:45pm	**Track 8** *Why Employee Service Management Is The ESM You Should Focus On* **Liz Beckner**, Solutions Engineer, Samange
1:00pm - 2:00pm	**Track 8** *The Cold Hard Facts Of Process* **David Mainville**, CEO & Co-Founder, Navvia
2:15pm - 3:15pm	**Track 7** *Fundamentals Of Process Design* **Tony Krasinski**, Master Process Analyst, Process Management & Engineering, Erie Insurance Group
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** *Understanding & Applying Organizational Change Management* **Robin Hysick**, Organizational Development Advisor, 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 7** *Digital Transformation Requires Digital Standardization & An Integrated Approach!* **Troy DuMoulin**, VP, Research & Development, Pink Elephant
11:45am - 12:45pm	**Track 8** *ALPHA Testing Session: ITIL 4 Higher Levels* **Margo Leach**, Chief Product Officer, AXELOS
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 7** *Maintaining Your Sanity While Incorporating DevOps, Agile, Scrum & Hybrid Cloud Models Into Your Existing ITIL & ITSM Frameworks* **John Parker**, Senior Manager, Global Data Center Operations & Disaster Recovery, Esri
3:35pm - 4:45pm	**Power Hour** *The Future Is Built On ITIL – Welcome To The Future* **Mark Basham**, CEO, AXELOS **Roman Jouravlev,** ITSM Portfolio Development Manager, AXELOS
5:00pm - 7:00pm	**Networking Reception**

Wednesday, February 20, 2019

Time	Session
7:15am - 8:15am	**Early Riser Sessions** *Wheels Of Fire* **Jack Probst**, Principal Consultant, Pink Elephant
8:30am - 10:10am	**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 5** *DevOps & ITIL's Release Management: A Rose By Any Other Name…* **Graham Furnis**, Management Consultant, 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

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