Sample Agenda: ITIL 4(Ever!)

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

With the new ITIL® 4 release on the horizon, Pink19 is the perfect time to assess your ITIL processes, brush up on what's new. And, learn from other progressive organizations about how they've used ITIL processes to gain numerous efficiencies.

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
- Agile Scrum Foundation **–** February 16-17, 2019

Sunday, February 17, 2019

Time	Session
4:00pm - 5:00pm	**Pre-Conference Optimizers** *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** *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 3** *ITIL & Lean: So Happy Together!* **George Spalding**, Executive Vice President, Pink Elephant
11:45am - 12:45pm	**Track 8** *The Value Of Modernizing Service Management* **Matt Klassen**, Director, Product Marketing Manager, Cherwell
1:00pm - 2:00pm	**Track 8** *ITSM & IT Asset Management: A Key Partnership* **Ed Perez**, Senior ITSM Consultant, Axios Systems
2:15pm - 3:15pm	**Track 2** *Systems Thinking & Lean: A Confluence For Success* **Jack Probst,** Principal Consultant, Pink Elephant
3:35pm - 4:45pm	**Power Hour!** *Great Balls Of Fire! How To Stay Motivated No Matter What!* **Denise Ryan**, Motivational Pyromaniac, FireStar Speaking
5:00pm - 7:30pm	**Networking Reception**

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 4** *Never Waste A Good Disaster – Anatomy Of A Major Incident* **Peter Hubbard**, Principal Consultant, Pink Elephant UK
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 4** *Creating A Competitive Advantage Through Human Centered ITIL Service Design* **Katrina Macdermid**, Service Design Advisor, Qantas
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 Session** *Integrating Normal Incident, Major Incident & Service Continuity Management* **Troy DuMoulin**, VP, Research & Development, 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 4** *The Biggest Challenges Of An ITSM Program Manager & How To Overcome Them* **Gary Case**, Principal Consultant, Pink Elephant
1:00pm - 3:45pm	**Half-Day Workshops** *How To Implement Problem, Change & Release Management* **Jennifer Wels**, Management 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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