



Sample Agenda: New To ITSM

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

If your journey in IT Service Management has just begun, this sample agenda will introduce you to all the concepts and guiding principles you need to know.

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 <i>ITIL Optimizer: The Purpose & Value Of Adopting ITSM & ITIL</i> 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 <i>Lean Optimizer: Designed & Re-Designed Processes With Lean Thinking</i> Beverly Parker , Management 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 4 <i>Move Over! Get Out Da Way, Get Out Da Way!</i> Kris Hurley , Manager, Change & Problem Management, American Fidelity
11:45am - 12:45pm	Track 8 <i>Why Aren't People Using Your IT Service Desk?</i> Praveen Ramesh , Product Evangelist, Freshservice
1:00pm - 2:00pm	Track 8 <i>ITSM & IT Asset Management: A Key Partnership</i> Ed Perez , Senior ITSM Consultant, Perspectium
2:15pm - 3:15pm	Track 4 <i>Don't Let Cultural Debt Bring You Down!</i> Kris Dalmolin , Information Services Director, City Of Eugene
3:35pm - 4:45pm	Power Hour! <i>15 Essential Practices For DevOps Success – Part 1</i> George Spalding , Executive Vice President, Pink Elephant
5:00pm - 7:30pm	Networking Reception



Tuesday, February 19, 2019

Time	Session
7:15am - 8:15am	Early Riser Session <i>ITIL – Get Your Update Here!</i> 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 <i>Never Waste A Good Disaster – Anatomy Of A Major Incident</i> Peter Hubbard , Principal Consultant, Pink Elephant UK
11:45am - 12:45pm	Track 8 <i>IT Incident Response Automation: IT's Time To (Re)Gain Control On Your Performance</i> Vincent Geffray , Senior Director Of Product Marketing, Everbridge
1:00pm - 2:00pm	Track 8 <i>Enterprise Risk Management In Action: Beavers, Dams, Drones & Discipline!</i> Chad Evans , Vice President Of Corporate Service, Ontario Northland
2:15pm - 3:15pm	Track 4 <i>Creating A Competitive Advantage Through Human Centered ITIL Service Design</i> Katrina Macdermid , Former Service Design Advisor, Qantas
3:35pm - 4:45pm	Power Hour! <i>The Future Is Built On ITIL – Welcome To The Future</i> 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 <i>Integrating Normal Incident, Major Incident & Service Continuity Management</i> 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 <i>The Biggest Challenges Of An ITSM Program Manager & How To Overcome Them</i> Gary Case , Principal Consultant, Pink Elephant
1:00pm - 3:45pm	Half-Day Workshop <i>How To Implement Problem, Change & Release Management</i> 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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