

**Sample Agenda: Project & Program Leaders**

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

Managing IT projects requires a special level of skills and knowledge. This sample agenda will address what is needed by Project and Program Leaders to lead an advanced IT project efficiently, effectively and successfully!

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	<b>Pre-Conference Optimizer</b> <i>Leadership Optimizer: The Lean IT Leader</i> <b>Troy DuMoulin</b> , VP, Research & Development, Pink Elephant
5:00pm - 7:00pm	<b>Welcome Reception &amp; Exhibition Showcase</b>

**Monday, February 18, 2019**

Time	Session
7:15am - 8:15am	<b>Early Riser Session</b> <i>Leading Change: Best Practices</i> <b>Gary Case</b> , Principal Consultant, Pink Elephant
8:30am - 10:10am	<b>Conference Welcome &amp; Opening Remarks</b> <b>Keynote Address: Make Your Bed: Little Things That Can Change Your Life...And Maybe The World</b> <b>Admiral William H. McRaven</b> , USN (Ret.)
10:30am - 11:30am	<b>Track 2</b> <i>Transforming IT Into A Valued Business Partner</i> <b>Mark Clark</b> , Vice President & Chief Information Officer, Corning Incorporated
11:45am - 12:45pm	<b>Track 8</b> <i>The Value Of Modernizing Service Management</i> <b>Matt Klassen</b> , Vice President, Product Marketing, Cherwell
1:00pm - 2:00pm	<b>Track 8</b> <i>Best Practices In Service Management Integration</i> <b>Andrew Pritchard</b> , Director of Marketing, Perspectium
2:15pm - 3:15pm	<b>Track 3</b> <i>Project Failure &amp; The Tyranny Of Un-Planned Work</i> <b>Troy DuMoulin</b> , VP, Research & Development, Pink Elephant
3:35pm - 4:45pm	<b>Power Hour</b> <i>Great Balls Of Fire! How To Stay Motivated No Matter What!</i> <b>Denise Ryan</b> , Motivational Pyromaniac, Firestar Speaking
5:00pm - 7:30pm	<b>Networking Reception</b>



**Tuesday, February 19, 2019**

Time	Session
7:15am - 8:15am	<b>Early Riser Session</b> <i>ITIL® – Get Your Update Here!</i> <b>Troy DuMoulin</b> , VP, Research & Development, Pink Elephant
8:30am - 10:10am	<b>Keynote Address: Building World Class Teams: The 8 Essential Elements Of Human Synergy</b> <b>Robyn Benincasa</b>
10:30am - 11:30am	<b>Track 3</b> <i>Improving Instruction &amp; Learning With Enterprise Capacity Management</i> <b>James Alther</b> , Senior IT Director, Los Angeles Unified School District
11:45am - 12:45pm	<b>Track 8</b> <i>IT Incident Response Automation: IT's Time To (Re)gain Control Of Your Performance</i> <b>Vincent Geffray</b> , Senior Director Of Product Marketing, Everbridge
1:00pm - 2:00pm	<b>Track 8</b> <i>Enterprise Risk Management In Action: Beavers, Dams, Drones &amp; Discipline</i> <b>Chad Evans</b> , Vice President Of Corporate Services, Ontario Northland
2:15pm - 3:15pm	<b>Track 4</b> <i>Creating A Competitive Advantage Through Human-Centered ITIL Service Design</i> <b>Katrina Macdermid</b> , Former Service Design Advisor, Qantas
3:35pm - 4:45pm	<b>Power Hour!</b> <i>How To Find Your Inner Herbie So You Can Focus &amp; Get Stuff Done (In A World Gone Mad!)</i> <b>Jonathan Hinkle</b> , Vice President, Director Of Information Technology, First Fidelity Bank
5:00pm - 7:00pm	<b>Networking Reception</b>

**Wednesday, February 20, 2019**

Time	Session
7:15am - 8:15am	<b>Early Riser Session</b> <i>The Agile Manifesto: 21st Century Project Management</i> <b>George Spalding</b> , Executive Vice President, Pink Elephant
8:30am - 10:10am	<b>Keynote Address: IT Leadership Lessons Learned From "Back To The Future"</b> <b>David Ratcliffe</b> , President, Pink Elephant, <b>George Spalding</b> , Executive Vice President, Pink Elephant, <b>Troy DuMoulin</b> , VP, Research & Development, Pink Elephant <b>Closing Remarks &amp; IT Excellence Awards Presentation: Case Study Of The Year</b>
10:30am - 11:30am	<b>Track 8</b> <i>Prepare Now For An AI-Assisted ITSM Strategy</i> <b>Jennifer Wels</b> , Management Consultant, Pink Elephant
1:00pm - 3:45pm	<b>Half-Day Workshop</b> <i>Improving Your World One Step At A Time With Kaizen Events</i> <b>Gary Case</b> , Principal Consultant, Pink Elephant
3:45pm	<b>Conference Ends</b>

**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

**23<sup>rd</sup> Annual IT Service Management Conference & Exhibition**  
**Pink19 – February 17-20, 2019**



Knowledge Translated Into Results

---

ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.  
DevOps Leadership is a trademark of Professional Designations Corp.