



Sample Agenda: IT Operations & Service Desk

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

This sample agenda profiles sessions by successful practitioners and respected industry experts who will showcase formulas for managing highly effective IT Operations and Service Desk processes, people and technologies.

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 Optimizer <i>Process Maturity Optimizer: Using CMMi To Understand & Improve The Value Of Your Processes</i> 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 <i>Leading Change: Best Practices</i> 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 6 <i>Don't Fear Change, Embrace It! How A Global Service Desk Transformation Is Enabled By Leadership & Cultural Change</i> Michiel van der Weijden , Manager Global Service Desk, Vanderlande
11:45am - 12:45pm	Track 8 <i>Why Aren't People Using Your Service Desk?</i> Praveen Ramesh , Product Evangelist, Freshservice
1:00pm - 2:00pm	Track 8 <i>Deploying Virtual Agents For Awesome Employee Experiences</i> Gerald Beaulieu , Director, Product Marketing, ServiceNow
2:15pm - 3:15pm	Track 3 <i>Project Failure & The Tyranny Of Un-Planned Work</i> Troy DuMoulin , VP, Research & Development, Pink Elephant
3:35pm - 4:45pm	Power Hour! <i>Great Balls Of Fire! How To Stay Motivated No Matter What!</i> 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 <i>OCM Optimizer: Understanding & Applying Organizational Change Management</i> 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 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 Of Your Performance</i> Vincent Geffray , Senior Director Of Product Marketing, Everbridge
1:00pm - 2:00pm	Track 8 <i>Bring Your IT Support Up To Speed</i> Sam Armstrong , Solutions Consultant, LogMeIn
2:15pm - 3:15pm	Track 7 <i>Maintaining Your Sanity While Incorporating DevOps, Agile, Scrum & Hybrid Cloud Models Into Your Existing ITIL & ITSM Frameworks</i> John Parker , Senior Manager, Global Data Center Operations & Disaster Recovery, Esri
3:35pm - 4:45pm	Power Hour! <i>How To Find Your Inner Herbie So You Can Focus & Get Stuff Done (In A World Gone Mad!)</i> 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 <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 5 <i>DevOps & ITIL's Release Management: A Rose By Any Other Name...</i> Graham Furnis , Management 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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