

Sample Agenda: Advanced IT Service Management (ITSM) Knowledge

This sample agenda is for those who want to take a specific ITSM “advanced” focus.

We’ve created several sample agendas to address specific roles and areas of focus. Check our website for all of them. 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 several options, including:

- ITIL® 4 Managing Professional (MP) Transition – June 15-19, 2022
- ITIL 4 Leader: Digital & IT Strategy – June 16-19, 2022
- IT Business Relationship Manager – June 17-19, 2022
- Lean IT Kaizen – June 17-19, 2022
- Organizational Change Management Essentials – June 18-19, 2022

Sunday, June 19, 2022

Time	Session
8:45am – 1:00pm	Pre-Conference Optimizer – Exclusive to Executive VIP Pass Holders <i>Leading Transformational Change Requires a Full Stack Systems Integration Approach</i> Troy DuMoulin , Vice President, Research and Development, Pink Elephant
2:00pm – 5:00pm	Pre-Conference Optimizer – Exclusive to Executive VIP and Platinum Pass Holders <i>Leading With Gratitude: Eight Leadership Practices for Extraordinary Business Results</i> Chester Elton , “The Apostle of Appreciation”
5:15pm – 6:00pm	Ask The ITIL Experts Q&A – Open to all attendees Facilitated by Matthew Bowles, Principal IT Management Consultant, Pink Elephant Panelists: Troy DuMoulin, Vice President, Research and Development, Pink Elephant Robin Hysick, Senior IT Management Consultant, Pink Elephant Jennifer Wels, Senior IT Management Consultant, Pink Elephant Barclay Rae, Consultant, Author, Podcaster and ITIL 4 Architect David Cannon, ITIL v3 and ITIL 4 Author, Executive Vice President, nfiniti3
5:30pm – 7:30pm	Welcome Reception and Exhibition Showcase

Monday, June 20, 2022

Time	Session
7:15am – 8:15am	Early Riser <i>ITIL 4 Leader: Digital & IT Strategy – An Overview</i> Robin Hysick , Senior IT Management Consultant, Pink Elephant
8:30am – 10:10am	Conference Welcome and Opening Remarks Keynote Address: Get Your Ship Together Michael Abrashoff , Former Navy Commander, <i>USS Benfold</i>
10:30am – 11:30am	Two options: Exclusive to Executive VIP Pass Holders <i>Anxiety At Work: 8 Strategies to Help Teams Build Resilience, Handle Uncertainty, and Get Stuff Done</i> Chester Elton , “The Apostle of Appreciation” Or, Track 1 <i>The Importance of Influential Leadership</i> Jack Probst , Ed.D., Principal IT Management Consultant, Pink Elephant

11:45am – 12:45pm	Attend Networking Lunch or Concurrent Session: Track 5 <i>Human-Centric IT Experience Management – How to Continuously Measure and Improve End-User Happiness and Productivity</i> Sami Kallio , CEO, HappySignals
1:00pm – 2:00pm	Attend Networking Lunch or Concurrent Session: Track 5 <i>Turbocharge Your Existing ITSM Solution with AI, Automation, and Digital Channels</i> Kevin J. Smith , General Manager, ITSM/ESM Industry Expert and Author, Bright Pattern
2:15pm – 3:15pm	Two options: Track 1 <i>Understanding and Applying The IT/Business Model – Part 1</i> Jack Probst , Ed.D., Principal IT Management Consultant, Pink Elephant Or, Exclusive to Executive VIP and Platinum Pass Holders Ask the Pink Experts – Q&A Panel Discussion
3:35pm – 4:45pm	Power Hour <i>Leading With Gratitude: Eight Leadership Practices for Extraordinary Business Results</i> Chester Elton , “The Apostle of Appreciation”
5:00pm – 7:00pm	Networking Reception

Tuesday, June 21, 2022

Time	Session
7:15am – 8:15am	Early Riser <i>A Magic Formula for IT Leaders: Defining, Creating & Delivering Business Value</i> Jack Probst , Ed.D., Principal IT Management Consultant, Pink Elephant
8:30am – 10:10am	Opening Remarks Keynote Address: The Unicorn Project Gene Kim , CTO, Researcher, Founder of IT Revolution, and Co-author of <i>The Phoenix Project</i> , <i>The DevOps Handbook</i> , and <i>The Unicorn Project</i>
10:30am – 11:30am	Two options: Exclusive to Executive VIP Pass Holders <i>IT Strategic Management Mastermind Session – Panel Discussion</i> Or, Track 1 <i>Understanding and Applying The IT/Business Model – Part 2</i> Jack Probst , Ed.D., Principal IT Management Consultant, Pink Elephant
11:45am – 12:45pm	Attend Networking Lunch or Concurrent Session: Track 5 <i>ITIL 4 Digital Transformation Meets Real Life: How to Get the Best from Your Cloud Services</i> Margo Leach , Chief Product Officer, Axelos/PeopleCert
1:00pm – 2:00pm	Attend Networking Lunch or Concurrent Session: Track 5 <i>ITSM Predictions – Future Trends vs. Present Reality</i> Eric Wrazen , Product Manager, Sherweb
2:15pm – 3:15pm	Track 4 <i>A “Nua” Way of Working: Reimagining Work, Workforce & Work Practices</i> Christopher Flanagan , VP of Operations and Service Management, Prudential
3:35pm – 4:45pm	Power Hour <i>Ask Me Anything: What Service Management and ITIL Practitioners Need to Know about DevOps to Stay Relevant</i> Gene Kim , CTO, Founder of IT Revolution, and Co-author of <i>The Phoenix Project</i> , <i>The DevOps Handbook</i> , and <i>The Unicorn Project</i>
6:00pm – 8:00pm	Networking Party

Wednesday, June 22, 2022

Time	Session
7:15am – 8:15am	Early Riser <i>The Top 5 Leadership Enablers for Effective Process Governance</i> Troy DuMoulin , Vice President, Research & Development, Pink Elephant
8:30am – 10:10am	Closing Remarks Keynote Address: <i>Five Steps to Make the Impossible Possible</i> Ben Nemtin , Best-selling Author
10:30am – 11:30am	Track 1 <i>Key and Distinct Elements of a Lean Business Culture</i> Troy DuMoulin , Vice President, Research & Development, Pink Elephant
11:30am – 1:00pm	Networking Lunch
1:00pm – 3:45pm	Half-Day Workshop <i>7 Guiding Principles of ITIL – What They Really Mean in the Real World!</i> Robin Hysick , Senior IT Management Consultant, Pink Elephant
3:45pm	Conference Ends

Post-Conference Course – Choose from several options, including:

- Organizational Change Management Applied – June 23-24, 2022
- Service Configuration Management Specialist – June 23-24, 2022
- ITIL 4 Foundation – June 23-24, 2022