

Sample Agenda: ITIL, including ITIL 4

This sample agenda is for those who want to take a specific ITIL® 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
- ITIL 4 Foundation – 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 Specialist: Drive Stakeholder Value – An Overview</i> Charlie Miles , Principal 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 4 <i>How High Velocity Organizations Enable Resilience and Antifragility</i> Troy DuMoulin , Vice President, Research and Development, Pink Elephant
11:45am – 12:45pm	Attend Networking Lunch or Concurrent Session: Track 4 <i>ITIL 4 Aligning Sustainability Objectives with Digital and IT Strategies</i> Margo Leach , Chief Product Officer, Axelos/PeopleCert

1:00pm – 2:00pm	Attend Networking Lunch or Concurrent Session: Track 5 <i>Reach Your Goals Faster – ITIL 4 Tips and Tricks with Matrix42</i> Ken Adamson , Senior Product Manager, Matrix42
2:15pm – 3:15pm	Two options: Exclusive to Executive VIP and Platinum Pass Holders <i>Ask The Pink Experts – Q&A</i> Or, Track 4 <i>Create Deliver and Support (CDS) – The ITSM Engine Room in a New Context</i> Barclay Rae , Consultant, Author, Podcaster, and ITIL 4 Architect
3:35pm – 4:45pm	Power Hour <i>How Big Is Your Definition of 'Us'?</i> Troy DuMoulin , Vice President, Research and Development, Pink Elephant
5:00pm – 7:00pm	Networking Reception and Exhibition Showcase

Tuesday, June 21, 2022

Time	Session
7:15am – 8:15am	Early Riser <i>Understanding ITIL 4's Value System, Value Chain, and Value Stream – in the Real World</i> Troy DuMoulin , Vice President, Research and Development, 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 4 <i>Service Blueprints – Practical Maps to Define Your Services</i> Richard de Boer , Senior Consultant, Pink Elephant, Netherlands
11:45am – 12:45pm	Attend Networking Lunch or Concurrent Session: Track 4 <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>NextGen Digital Operations: Enabling an Agile and Resilient IT System</i> Mike Christiansen , Solution Architect, Everbridge
2:15pm – 3:15pm	Track 1 <i>ITIL 4: Strategy in a Changed Industry</i> David Cannon , ITIL v3 and ITIL 4 Author, Executive Vice President, nfiniti3
3:35pm – 4:45pm	Power Hour <i>Enterprise Service Management – How to Use ITIL 4 to Sell it and Deliver It!</i> Barclay Rae , Consultant, Author, Podcaster, and ITIL 4 Architect
6:00pm – 8:00pm	Networking Party

Wednesday, June 22, 2022

Time	Session
7:15am – 8:15am	Early Riser <i>How To Implement Incident, Problem & Change Management Using PinkATLAS</i> Matthew Bowles , Principal IT Management Consultant, Pink Elephant
8:30am – 10:10am	Closing Remarks Keynote Address: Five Steps to Make the Impossible Possible Ben Nemtin , Best-selling Author
10:30am – 11:30am	Track 3 <i>DevSecOps, Service Value Chain, and Practices Lead to Increased Value to Your Customers</i> Gary Case , Manager, Vintun LLC
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

- ITIL 4 Foundation – June 23-24, 2022