

## Sample Agenda: New to ITIL and IT Service Management (ITSM)

This sample agenda is specifically focused on those who are new to ITIL® and ITSM.

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:

- IT Business Relationship Manager – June 17-19, 2022
- ITIL 4 Foundation – June 18-19, 2022
- Lean IT Essentials – June 18-19, 2022

### Sunday, June 19, 2022

Time	Session
8:45am – 1:00pm	<b>Pre-Conference Optimizer – Exclusive to Executive VIP Pass Holders</b> <i>Leading Transformational Change Requires a Full Stack Systems Integration Approach</i> <b>Troy DuMoulin</b> , Vice President, Research and Development, Pink Elephant
2:00pm – 5:00pm	<b>Pre-Conference Optimizer – Exclusive to Executive VIP and Platinum Pass Holders</b> <i>Leading With Gratitude: Eight Leadership Practices for Extraordinary Business Results</i> <b>Chester Elton</b> , “The Apostle of Appreciation”
5:15pm – 6:00pm	<b>Ask The ITIL Experts Q&amp;A – Open to all attendees</b> 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, nfinity3
5:30pm – 7:30pm	<b>Welcome Reception and Exhibition Showcase</b>

### Monday, June 20, 2022

Time	Session
7:15am – 8:15am	<b>Early Riser</b> <i>ITIL 4 – An Executive Overview</i> <b>Matthew Bowles</b> , Principal IT Management Consultant, Pink Elephant
8:30am – 10:10am	<b>Conference Welcome and Opening Remarks</b> <b>Keynote Address: Get Your Ship Together</b> <b>Michael Abrashoff</b> , Former Navy Commander, <i>USS Benfold</i>
10:30am – 11:30am	<b>Two options:</b> <b>Exclusive to Executive VIP and Platinum Pass Holders</b> <i>Anxiety At Work: 8 Strategies to Help Teams Build Resilience, Handle Uncertainty, and Get Stuff Done</i> <b>Chester Elton</b> , “The Apostle of Appreciation” <b>Or,</b> <b>Track 4</b> <i>How Velocity Organizations Enable Resilience and Antifragility</i> <b>Troy DuMoulin</b> , Vice President, Research and Development, Pink Elephant
11:45am – 12:45pm	<b>Attend Networking Lunch or Concurrent Session:</b> <b>Track 4</b> <i>ITIL 4 Aligning Sustainability Objectives with Digital and IT Strategies</i> <b>Margo Leach</b> , Chief Product Officer, Axelos/PeopleCert

1:00pm – 2:00pm	<b>Attend Networking Lunch or Concurrent Session:</b> <b>Track 5</b> <i>Turbocharge Your Existing ITSM Solution with AI, Automation, and Digital Channels</i> <b>Kevin J. Smith</b> , General Manager, ITSM/ESM Industry Expert and Author, Bright Pattern
2:15pm – 3:15pm	<b>Two options:</b> <b>Exclusive to Executive VIP and Platinum Pass Holders</b> <i>Ask The Pink Experts – Q&amp;A</i> <b>Or,</b> <b>Track 4</b> <i>Create Deliver and Support (CDS) – The ITSM Engine Room in a New Context</i> <b>Barclay Rae</b> , Consultant, Author, Podcaster, and ITIL 4 Architect
3:35pm – 4:45pm	<b>Power Hour</b> <i>How Big Is Your Definition of Us?</i> <b>Troy DuMoulin</b> , Vice President, Research and Development, Pink Elephant
5:00pm – 7:00pm	<b>Networking Reception and Exhibition Showcase</b>

**Tuesday, June 21, 2022**

<b>Time</b>	<b>Session</b>
7:15am – 8:15am	<b>Early Riser</b> <i>Understanding ITIL 4's Value System, Value Chain, and Value Stream – in the Real World</i> <b>Troy DuMoulin</b> , Vice President, Research and Development, Pink Elephant
8:30am – 10:10am	<b>Opening Remarks</b> <b>Keynote Address: <i>The Unicorn Project</i></b> <b>Gene Kim</b> , 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	<b>Two options:</b> <b>Exclusive to Executive VIP Pass Holders</b> <i>IT Strategic Management Mastermind Session – Panel Discussion</i> <b>Or</b> <b>Track 4</b> <i>Service Blueprints – Practical Maps to Define Your Services</i> <b>Richard de Boer</b> , Senior Consultant, Pink Elephant, Netherlands
11:45am – 12:45pm	<b>Attend Networking Lunch or Concurrent Session:</b> <b>Track 4</b> <i>ITIL 4 Digital Transformation Meets Real Life: How to Get the Best from Your Cloud Services</i> <b>Margo Leach</b> , Chief Product Officer, Axelos/PeopleCert
1:00pm – 2:00pm	<b>Attend Networking Lunch or Concurrent Session:</b> <b>Track 5</b> <i>How to Automate Your Processes to Support Shift-Left in the Modern Workplace</i> <b>Jon Ryman</b> , Senior Solutions Consultant, EasyVista
2:15pm – 3:15pm	<b>Track 3</b> <i>Enabling Proactive Problem Management &amp; Reducing Major Incidents with Data Analytics</i> <b>Troy DuMoulin</b> , Vice President, Research and Development, Pink Elephant
3:35pm – 4:45pm	<b>Power Hour</b> <i>Enterprise Service Management – How to Use ITIL 4 to Sell It and Deliver It!</i> <b>Barclay Rae</b> , Consultant, Author, Podcaster and ITIL 4 Architect
6:00pm – 8:00pm	<b>Networking Party</b>

**Wednesday, June 22, 2022**

<b>Time</b>	<b>Session</b>
7:15am – 8:15am	<b>Early Riser</b> <i>How To Implement Incident, Problem &amp; Change Management Using PinkATLAS</i> <b>Matthew Bowles</b> , Principal IT Management Consultant, Pink Elephant
8:30am – 10:10am	<b>Closing Remarks</b> <b>Keynote Address: Five Steps to Making the Impossible Possible</b> <b>Ben Nemtin</b> , Best-selling Author
10:30am – 11:30am	<b>Track 4</b> <i>Problem Management in Practice: How to Use AI to Move from Reactive to Proactive</i> <b>Charlie Miles</b> , Principal IT Management Consultant, Pink Elephant
11:30am – 1:00pm	<b>Networking Lunch</b>
1:00pm – 3:45pm	<b>Half-Day Workshop</b> <b>Track 6</b> <i>PinkSCAN – Request Fulfillment, Service Level Management &amp; Service Catalog</i> <b>Charlie Miles</b> , Principal IT Management Consultant, Pink Elephant
3:45pm	<b>Conference Ends</b>

**Post-Conference Courses – Choose from several options, including:**

- ITIL 4 Foundation – June 23-24, 2022
- Problem Management: Root Cause Analysis Specialist – June 23-24, 2022
- Service Catalog Specialist – June 23-24, 2022
- Service Configuration Management Specialist – June 23-24, 2022