®**PINK**
Knowledge Translated Into Results

Sample Agenda: IT Operations and Service Desk

This sample agenda is for those who want to take a specific IT operations and service desk 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 (MP) Professional – June 15-19, 2022
- 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	**Pre-Conference Optimizer – Exclusive to Executive VIP Pass Holders** *Leading Transformational Change Requires a Full Stack Systems Integration Approach* **Troy DuMoulin,** Vice President, Research and Development, Pink Elephant
2:00pm – 5:00pm	**Pre-Conference Optimizer – Exclusive to Executive VIP and Platinum Pass Holders** *Leading With Gratitude: Eight Leadership Practices for Extraordinary Business Results* **Chester Elton, "T**he 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** *ITIL 4 Specialist: Create, Deliver & Support – An Overview* **Graham Furnis**, 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, *USS Benfold*
10:30am – 11:30am	**Two options:** **Exclusive to VIP and Platinum Pass Holders** *Anxiety At Work: 8 Strategies to Help Teams Build Resilience, Handle Uncertainty, and Get Stuff Done* **Chester Elton,** "The Apostle of Appreciation" **Or,** **Track 2** *Adaptability: Surviving and Thriving Amidst Constant Change* **Elaine Lauritzen,** Managing Director, HR and Support, Office of IT, Brigham Young University
11:45am – 12:45pm	**Attend Networking Lunch or Concurrent Session:** **Track 5** *Human-Centric IT Experience Management – How to Continuously Measure and Improve End-User Happiness and Productivity* **Sami Kallio**, CEO, HappySignals

Time	Session
1:00pm – 2:00pm	**Attend Networking Lunch or Concurrent Session:** **Track 5** *Enterprise Service Management Set Free* **Kasey Kunstmanas,** Presales Technical Consultant, Micro Focus
2:15pm – 3:15pm	**Two options:** **Exclusive to Executive VIP and Platinum Pass Holders** *Ask The Pink Experts – Q&A* **Or,** **Track 4** *CMDB – The Enabler of Enterprise Service Management Outcomes* **Jeffrey Tefertiller**, CIO Advisor, Executive ITSM Consultant, Program Leader, Founder, Service Management Leadership
3:35pm – 4:45pm	**Power Hour** *A Beginner's Guide to Quantum Computing* **Dr. Shohini Ghose,** Quantum Physicist & Computer Sciences Professor
5:00pm – 7:00pm	**Networking Reception and Exhibition Showcase**

Tuesday, June 21, 2022

Time	Session
7:15am – 8:15am	**Early Riser** *The Role of IT Business Relationship Manager* **Matthew Bowles**, 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 *The Phoenix Project*, *The DevOps Handbook,* and *The Unicorn Project*
10:30am – 11:30am	**Two options:** **Exclusive to Executive VIP Passholders** *IT Strategic Management Mastermind Session – Panel Discussion* **Or,** **Track 4** *Service Blueprints – Practical Maps to Define Your Services* **Richard de Boer**, Senior Consultant, Pink Elephant, Netherlands
11:45am – 12:45pm	**Attend Networking Lunch or Concurrent Session:** **Track 4** *ITIL 4 Digital Transformation Meets Real Life: How to Get the Best from your Cloud Services* **Margo Leach**, Chief Product Officer, Axelos/PeopleCert
1:00pm – 2:00pm	**Attend Networking Lunch or Concurrent Session:** **Track 5** *How to Automate Your Processes to Support Shift-Left in the Modern Workplace* **Jon Ryman**, Senior Solutions Consultant, EasyVista
2:15pm – 3:15pm	**Track 2** *A "Nua" Way of Working: Reimaging Work, Workforce & Work Practices* **Christopher Flanagan,** VP of Operations and Service Management, Prudential
3:35pm – 4:45pm	**Power Hour** *Enterprise Service Management – How to Use ITIL 4 to Sell It and Deliver It!* **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** *How to Implement Incident, Problem, and Change Management Using PinkATLAS™* **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 4** *Problem Management in Practice: How to Use AI to Move from Reactive to Proactive* **Charlie Miles**, Principal IT Management Consultant, Pink Elephant
11:30am – 1:00pm	**Networking Lunch**
1:00pm – 3:45pm	**Half-Day Workshop** *PinkSCAN – Request Fulfilment, Service Level Management & Service Catalog* **Charlie Miles**, Principal IT Management Consultant, Pink Elephant
3:45pm	**Conference Ends**

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