

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 Course:

- Integrated IT Service Management™ Essentials – February 29 – March 2

Sunday, March 3, 2024

Time	Session
9:00am – 12:00pm	<p>Pre-Conference Sunday Workshops – <u>Exclusive to Executive VIP Passholders</u> <i>The Leadership Journey</i> Jack Probst, Ed.D., Principal IT Management Consultant, Pink Elephant</p> <p>OR</p> <p>Pre-Conference Sunday Workshops – <u>Exclusive to Executive VIP and Platinum Passholders</u> <i>Incident Management – Process Maturity Workshop</i> Geroge Spalding, VP & Executive Consultant, Pink Elephant</p>
1:30pm – 4:30pm	<p>Pre-Conference Sunday Workshops – <u>Exclusive to Executive VIP Passholders</u> <i>Establishing and Leading High-Performing Service Teams</i> Troy DuMoulin, Vice President, Research and Development, Pink Elephant</p> <p>OR</p> <p>Pre-Conference Sunday Workshops – <u>Exclusive to Executive VIP and Platinum Pass Holders</u> <i>Change Management – Process Maturity Workshop</i> Jennifer Wels, Senior IT Management Consultant, Pink Elephant</p>
5:00pm – 6:00pm	<p>Pre-Conference Optimizers – Available to all attendees <i>The Service Catalog as the Pillar of an IT Service Organization</i> Troy DuMoulin, Vice President, Research and Development, Pink Elephant</p>
6:00pm – 8:00pm	<p>Welcome Reception and Exhibition Showcase</p>

Monday, March 4, 2024

Time	Session
7:15am – 8:15am	<p>Early Risers <i>What it Really Takes to Establish and Manage a Highly Effective Problem Management Process</i> Jennifer Wels, Senior IT Management Consultant, Pink Elephant</p>
8:30am – 10:10am	<p>Conference Welcome and Opening Remarks Keynote Address: Chris Hadfield, Astronaut and Former Commander of the International Space Station</p>
10:30am – 11:30am	<p>Track 4: Integrated IT Service Management <i>From Chaos to a (mostly) Well-Oiled Machine: Transforming Major Incident Management through Resilience Engineering</i> Katie Metzroth, Senior Manager Infrastructure Service, Texas Mutual Insurance Company</p>

11:45am – 12:45pm	Attend Networking Lunch or Concurrent Session: Track 6: Tools & Technology <i>AI and Service Management – the Changing Landscape of IT Services</i> Gaurav Shekhar , Professor, The University of Texas at Dallas
1:00pm – 2:00pm	Attend Networking Lunch or Concurrent Session: Track 6: Tools & Technology <i>ITSM Wars: A New Hope for IT Service Management in the Digital Workplace</i> Marc Lambiotte , Senior Director of IT Cross-Functional Services, American Red Cross
2:15pm – 3:15pm	Track 4: Integrated Service Management <i>Critical Success Factors for Integrated Incident Management</i> Mike Vikdal , Author, President – Auslyn Group
3:35pm – 4:45pm	Track 3: Lean, Agile, DevOps <i>Working Naked</i> Dr. Cherry Vu , CEO, Teal Unicorn and Rob England , Managing Director, Teal Unicorn
5:00pm – 7:00pm	Networking Reception and Exhibition Showcase

Tuesday, March 5, 2024

Time	Session
7:15am – 8:15am	Early Risers <i>Integrated IT Business Management™ – the Model and Key Concepts</i> Troy DuMoulin , Vice President, Research and Development, Pink Elephant
8:30am – 10:10am	Hall of Fame Awards Keynote Address: The Passing Zone , Jugglers Extraordinaire
10:30am – 11:30am	Track 4: Integrated IT Service Management <i>Blasting Incidents Using the Force of Change Management – Part 1</i> Mark Freed , IT Enterprise Services Manager, Office of Information Services, State of Oregon
11:45am – 12:45pm	Attend Networking Lunch or Concurrent Session: Track 6: Tools & Technology <i>Product Demo – Harnessing the Power of ITSM Tools for Enterprise Collaboration</i> Tom Monaghan , Sales Manager, HaloITSM
1:00pm – 2:00pm	Attend Networking Lunch or Concurrent Session: Track 6: Tools & Technology <i>Drift Transparency – How It Will Help You Sleep at Night!</i> Stephen Earl , Product Manager, Cloudhouse Technologies
2:15pm – 3:15pm	Track 4: Integrated IT Service Management <i>Blasting Incidents Using the Force of Change Management – Part 2</i> Mark Freed , IT Enterprise Services Manager, Office of Information Services, State of Oregon
3:35pm – 4:45pm	Track 1: IT Leadership <i>IT Business Leader</i> Charlie Miles , Principal IT Management Consultant, Pink Elephant
5:00pm – 8:00pm	Networking Party

Wednesday, March 6, 2024

Time	Session
7:15am – 8:15am	Early Risers <i>How to Accelerate Speed and Business Value Using Agile Scrum</i> Matthew Bowles , Principal IT Management, Consultant, Pink Elephant
8:30am – 10:10am	Closing Remarks Keynote Address: Vernice “Flygirl” Armour , America’s First Black Female Combat Pilot, Author, Business Consultant
10:30am – 11:30am	Track 7: New & Emerging Trends <i>An Introduction to Experience Management (XM) and Experience Level Agreements (XLAs)</i> Matthew Bowles , Principal IT Management Consultant, Pink Elephant
11:30am – 1:00pm	Networking Lunch
1:00pm – 3:45pm	Track 8: Half-Day Workshops <i>How to Implement Problem, Change, and Release Management In the Real World</i> Jennifer Wels , Senior IT Management Consultant, Pink Elephant
3:45pm	Conference Ends

Note:

The program is subject to change. Check Pink’s website or the conference app (which will be available in mid-February) for the most recent hour-by-hour schedule.