

## Sample Agenda: IT Leadership

This sample agenda is for those who want to take a specific leadership 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><b>Pre-Conference Sunday Workshops – <u>Exclusive to Executive VIP Passholders</u></b>  <i>The Leadership Journey</i>  <b>Jack Probst</b>, Ed.D., Principal IT Management Consultant, Pink Elephant</p> <p>OR</p> <p><b>Pre-Conference Sunday Workshops – <u>Exclusive to Executive VIP and Platinum Passholders</u></b>  <i>Business Relationship Management – Process Maturity Workshop</i>  <b>Matthew Bowles</b>, Principal IT Management Consultant, Pink Elephant</p>
1:30pm – 4:30pm	<p><b>Pre-Conference Sunday Workshops – <u>Exclusive to Executive VIP Passholders</u></b>  <i>Establishing and Leading High-Performing Service Teams</i>  <b>Troy DuMoulin</b>, Vice President, Research and Development, Pink Elephant</p> <p>OR</p> <p><b>Pre-Conference Sunday Workshops – <u>Exclusive to Executive VIP and Platinum Passholders</u></b>  <i>Service Level Management – Process Maturity Workshop</i>  <b>Charlie Miles</b>, Principal IT Management Consultant, Pink Elephant</p>
5:00pm – 6:00pm	<p><b>Pre-Conference Optimizers – Available to all attendees</b>  <i>Using the 20/20 Model to Lead Successful Organizational Change</i>  <b>Robin Hysick</b>, Senior IT Management Consultant, Pink Elephant</p>
6:00pm – 8:00pm	<b>Welcome Reception and Exhibition Showcase</b>

### Monday, March 4, 2024

Time	Session
7:15am – 8:15am	<p><b>Early Risers</b>  <i>Organizational Change Management's Silver Bullet: Active and Visible Leadership</i>  <b>Charlie Miles</b>, Principal IT Management Consultant, Pink Elephant</p>
8:30am – 10:10am	<p><b>Conference Welcome and Opening Remarks</b>  <b>Keynote Address:</b>  <b>Chris Hadfield</b>, Astronaut and Former Commander of the International Space Station</p>
10:30am – 11:30am	<p><b>Track 1: IT Leadership</b>  <i>Better OUTCOMES – They All Start and End, WITH YOU!</i>  <b>Steve Wrenn</b>, Executive Advisor and former CIO</p>



11:45am – 12:45pm	<p><b>Attend Networking Lunch or Concurrent Session:</b></p> <p><b>Track 1: IT Leadership</b>  <i>The Importance of Influential Leadership</i>  <b>Jack Probst</b>, Ed.D., Principal IT Management Consultant, Pink Elephant</p> <p>OR</p> <p><b>For Executive VIP Passholders Only</b>  <i>Exclusive Executive VIP Passholder – Power Lunch</i>  <b>Matthew Bowles</b>, Principal IT Management Consultant, Pink Elephant</p>
1:00pm – 2:00pm	<p><b>Attend Networking Lunch or Concurrent Session:</b></p> <p><b>Track 6 : Tools &amp; Technology</b>  <i>ITSM Wars: A New Hope for IT Service Management in the Digital Workplace</i>  <b>Marc Lambiotte</b>, Senior Director of IT Cross-Functional Services, American Red Cross</p>
2:15pm – 3:15pm	<p><b>Track 1: IT Leadership</b>  <i>Making Work Better</i>  <b>Dr. Cherry Vu</b>, CEO, Teal Unicorn and <b>Rob England</b>, Managing Director, Teal Unicorn</p>
3:35pm – 4:45pm	<p><b>Track 1: IT Leadership</b>  <i>Leadership Lessons from the Mandalorian – This Is the Way!</i>  <b>Troy DuMoulin</b>, Vice President, Research and Development, Pink Elephant</p>
5:00pm – 7:00pm	<b>Networking Reception and Exhibition Showcase</b>

**Tuesday, March 5, 2024**

<b>Time</b>	<b>Session</b>
7:15am – 8:15am	<p><b>Early Risers</b>  <i>Integrated IT Business Management™ – the Model and Key Concepts</i>  <b>Troy DuMoulin</b>, Vice President, Research and Development, Pink Elephant</p>
8:30am – 10:10am	<p><b>Hall of Fame Awards</b>  <b>Keynote Address:</b>  <b>The Passing Zone</b>, Jugglers Extraordinaire</p>
10:30am – 11:30am	<p><b>Track 1: IT Leadership</b>  <i>Understanding and Applying the IT/Business Model – Part 1</i>  <b>Jack Probst</b>, Ed.D., Principal IT Management Consultant, Pink Elephant</p>
11:45am – 12:45pm	<p><b>Attend Networking Lunch or Concurrent Session:</b></p> <p><b>Track 3: Lean, Agile, DevOps</b>  <i>Lean Principles for Service Management</i>  <b>Tony North</b>, Senior Manager of IT, King County, WA and HDI Executive Board Leader</p>
1:00pm – 2:00pm	<p><b>Attend Networking Lunch or Concurrent Session:</b></p> <p><b>Track 2: Organizational Change Management</b>  <i>Communicate to the Power of 10!</i>  <b>Robin Hysick</b>, Senior IT Management Consultant, Pink Elephant</p>
2:15pm – 3:15pm	<p><b>Track 1: IT Leadership</b>  <i>Understanding and Applying the IT/Business Model – Part 2</i>  <b>Jack Probst</b>, Ed.D., Principal IT Management Consultant, Pink Elephant</p>
3:35pm – 4:45pm	<p><b>Track 2: Organizational Change Management</b>  <i>The Power of Storytelling – Why It's a Necessary Leadership Skill</i>  <b>Jack Probst</b>, Ed.D., Principal IT Management Consultant, Pink Elephant</p>
5:00pm – 8:00pm	<b>Networking Party</b>



**Wednesday, March 6, 2024**

<b>Time</b>	<b>Session</b>
7:15am – 8:15am	<b>Early Risers</b> <i>Lean Thinking: Why It's a Must-Have for IT Leaders</i> <b>George Spalding</b> , VP & Executive Consultant, Pink Elephant
8:30am – 10:10am	<b>Closing Remarks</b> <b>Keynote Address:</b> <b>Vernice “Flygirl” Armour</b> , America’s First Black Female Combat Pilot, Author, Business Consultant
10:30am – 11:30am	<b>Track 7: New &amp; Emerging Trends</b> <i>An Introduction to Experience Management (XM) and Experience Level Agreements (XLAs)</i> <b>Matthew Bowles</b> , Principal IT Management Consultant, Pink Elephant
11:30am – 1:00pm	<b>Networking Lunch</b>
1:00pm – 3:45pm	<b>Track 8: Half-Day Workshops</b> <i>What IT Leaders and Managers Need to Know about “Integrated” IT Business Management</i> <b>Robin Hysick</b> , Senior IT Management Consultant, Pink Elephant
3:45pm	<b>Conference Ends</b>

**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.