

## Sample Agenda: Lean, Agile, DevOps, and ITSM

This sample agenda is for those who want to take an 'integrated' focus on Lean, Agile, DevOps, 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 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 Pass Holders</u></b>  <i>Change Management – Process Maturity Workshop</i>  <b>Jennifer Wels</b>, Senior IT Management Consultant, Pink Elephant</p>
5:00pm – 6:00pm	<p><b>Pre-Conference Optimizers – Available to all attendees</b>  <i>Data Science, AI, and IT Process Management</i>  <b>Ernesto Mijangos</b>, Professional Services Director, Pink Elephant Mexico and Latin America</p>
6:00pm – 8:00pm	<p><b>Welcome Reception and Exhibition Showcase</b></p>

### Monday, March 4, 2024

Time	Session
7:15am – 8:15am	<p><b>Early Risers</b>  <i>The Lean IT Leader</i>  <b>Troy DuMoulin</b>, Vice President, Research and Development, Pink Elephant</p> <p>OR</p> <p><b>Early Risers – <u>Exclusive to Platinum Passholders</u></b>  <i>Ask the IT Service Management Expert</i>  <b>Matthew Bowles</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 &amp; Former Commander of the International Space Station</p>



10:30am – 11:30am	<b>Track 7: New &amp; Emerging Trends</b> <i>The Need for Experience Management in Service Management</i> <b>Jeffrey Tefertiller</b> , CIO Advisor, Executive ITSM Consultant, Program Leader, Founder, Service Management Leadership
11:45am – 12:45pm	<b>Attend Networking Lunch or Concurrent Session:</b>  <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  OR  <b>Track 1: IT Leadership – For Executive VIP Passholders Only</b> <i>Exclusive Executive VIP Passholder – Power Lunch</i> <b>Matthew Bowles</b> , Principal IT Management Consultant, Pink Elephant
1:00pm – 2:00pm	<b>Attend Networking Lunch or Concurrent Session:</b>  <b>Track 3: Lean, Agile, DevOps</b> <i>15 Essentials Practices for DevOps Success – Part 1</i> <b>George Spalding</b> , VP & Executive Consultant, Pink Elephant
2:15pm – 3:15pm	<b>Track 3: Lean, Agile, DevOps</b> <i>15 Essentials Practices for DevOps Success – Part 2</i> <b>George Spalding</b> , VP & Executive Consultant, Pink Elephant
3:35pm – 4:45pm	<b>Track 3: Lean, Agile, DevOps</b> <i>Working Naked</i> <b>Dr. Cherry Vu</b> , CEO, Teal Unicorn and <b>Rob England</b> , Managing Director, Teal Unicorn
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	<b>Early Risers</b> <i>A Leader's Guide to Value Stream Mapping</i> <b>Jennifer Wels</b> , Senior IT Management Consultant, Pink Elephant  OR  <b>Early Risers – Exclusive to Platinum Passholders</b> <i>Ask the IT Service Management Expert</i> <b>Matthew Bowles</b> , Principal IT Management Consultant, Pink Elephant
8:30am – 10:10am	<b>Hall of Fame Awards</b> <b>Keynote Address:</b> <b>The Passing Zone</b> , Jugglers Extraordinaire
10:30am – 11:30am	<b>Track 7: New &amp; Emerging Trends</b> <i>Open IT: What Got You Here Won't Get You There</i> <b>Dr. Cherry Vu</b> , CEO, Teal Unicorn and <b>Rob England</b> , Managing Director, Teal Unicorn



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 in Service Management</i>  <b>Tony North</b>, Senior Manager of IT, King County, WA and HDI Executive Board Leader</p> <p>OR</p> <p><b>Track 1: Leadership – <u>For Executive VIP Passholders Only</u></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 4: Integrated IT Service Management</b>  <i>Integrated IT Business Management™ Designation Scheme Overview</i>  <b>Felipe Villegas</b>, Managing Director, Professional Designations Corp.</p>
2:15pm – 3:15pm	<p><b>Track 7: New &amp; Emerging Trends</b>  <i>Is DevOps Dead? Panel Discussion</i>  Facilitated by <b>David Ratcliffe</b>, President, Pink Elephant  <b>Rob England</b>, Managing Director, Teal Unicorn and  <b>George Spalding</b>, VP &amp; Executive Consultant, Pink Elephant</p>
3:35pm – 4:45pm	<p><b>Track 1: IT Leadership</b>  <i>Collective Genius: The Art and Practice of Leading Innovation</i>  <b>Troy DuMoulin</b>, Vice President, Research and Development, Pink Elephant</p>
5:00pm – 8:00pm	<p><b>Networking Party</b></p>

**Wednesday, March 6, 2024**

<b>Time</b>	<b>Session</b>
7:15am – 8:15am	<p><b>Early Risers</b>  <i>How to Accelerate Speed and Business Value Using Agile Scrum</i>  <b>Matthew Bowles</b>, Principal IT Management Consultant, Pink Elephant</p>
8:30am – 10:10am	<p><b>Closing Remarks</b>  <b>Keynote Address:</b>  <b>Vernice “Flygirl” Armour</b>, America’s First Black Female Combat Pilot, Author, Business Consultant</p>
10:30am – 11:30am	<p><b>Track 3: Lean, Agile, DevOps</b>  <i>The DevOps Engineer</i>  <b>George Spalding</b>, VP &amp; Executive Consultant, Pink Elephant</p>
11:30am – 1:00pm	<p><b>Networking Lunch</b></p>
1:00pm – 3:45pm	<p><b>Track 8: Half-Day Workshops</b>  <i>Enabling Integrated IT Service Management™ with DevOps, Agile &amp; Lean</i>  <b>Troy DuMoulin</b>, Vice President, Research and Development, Pink Elephant</p>
3:45pm	<p><b>Conference Ends</b></p>

**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.