

Sample Agenda: New to IT Service Management (ITSM)

This sample agenda is for those who are new to 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>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>“Do, or Do Not” – Why We Must Go All-in on Our CMDB Journey</i> West Richter Jr., Director, Global IT Service Delivery, Moog Inc.</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>10 Major Lessons Learned about Leading and Implementing ITSM</i> Gary Case , Senior Manager, Vintun LLC
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 2: Organizational Change Management <i>Gamification to Achieve Operational Maturity within an ITSM Culture</i> Kristin Bryce , Process Improvement Analyst, El Paso County, Colorado
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>The Problem with Problem: The Struggles of Getting Buy-In for Problem Management</i> Daniel Pop , Sr. Manager, IT Service Strategy & Governance, WestRock
3:35pm – 4:45pm	Track 1: 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>Lean Thinking: Why It's a Must-Have For IT Leaders</i> George Spalding , VP & Executive 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>Top 10 Emerging IT Trends and Considerations for ITSM</i> David Ratcliffe , President, Pink Elephant
11:30am – 1:00pm	Networking Lunch
1:00pm – 3:45pm	Track 8: Half-Day Workshops <i>The 9 Essential Building Blocks for Successful ITSM Process Management</i> Matthew Bowles , Principal 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.