

Sample Agenda: Lean, Agile, DevOps

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!

Sunday, February 2, 2025

Time	Session
8:30 AM – 11:30 AM	Pre-Conference Sunday Workshops – <u>Exclusive to Executive VIP Passholders</u> <i>The Evolving IT Service Organization</i> Troy DuMoulin , VP, Research & Development, Pink Elephant OR Pre-Conference Sunday Workshops – <u>Exclusive to Executive VIP and Platinum Passholders</u> <i>Business Relationship Management – Process Maturity Workshop</i> Matthew Bowles , Principal IT Management Consultant, Pink Elephant
1:00 PM – 4:00 PM	Pre-Conference Sunday Workshops – <u>Exclusive to Executive VIP Passholders</u> <i>Understanding, Applying, and Implementing the IT/Business Model as an Organizational System</i> Jack Probst , Ed.D., Principal IT Management Consultant (retired), Pink Elephant OR Pre-Conference Sunday Workshops – <u>Exclusive to Executive VIP and Platinum Passholders</u> <i>Service Catalog – Process Maturity Workshop</i> Jennifer Wels , Senior IT Management Consultant, Pink Elephant
4:30 PM – 5:30 PM	Track 2 – New Kid in Town: integratedITSM™ <i>The 9 Essential Building Blocks for Successful ITSM Process Management – An Overview</i> Matthew Bowles , Principal IT Management Consultant, Pink Elephant
5:30 PM – 7:30 PM	Welcome Reception

Monday, February 3, 2025

Time	Session
7:15 AM – 8:15 AM	Early Risers <i>Using the 20/20 Change Model to Lead Successful Organizational Change</i> Robin Hysick , Senior IT Management Consultant, Pink Elephant
8:30 AM – 10:10 AM	Conference Welcome and Opening Remarks Keynote Address: Find a Way Diana Nyad , Author of "Find a Way", Journalist, Long-Distance Swimmer
10:30 AM – 11:30 AM	Track 7 – Take It Easy: Lean, Agile, DevOps <i>Holistic Problem Solving with Lean/Six Sigma</i> Troy DuMoulin , VP, Research & Development, Pink Elephant
11:45 AM – 12:45 PM	Attend Networking Lunch or Concurrent Session: Track 6 – The Long Run: IT Service Management <i>ITSM Jam Session – Problem Management Approaches and Good Practices</i> Jennifer Wels , Senior IT Management Consultant, Pink Elephant

1:00 PM – 2:00 PM	Attend Networking Lunch or Concurrent Session: Track 6 – The Long Run: IT Service Management <i>ITSM Jam Session – Leveraging Lean Principles in ITSM</i> George Spalding , VP & Executive Consultant, Pink Elephant
2:15 PM – 3:15 PM	Track 7 – Take It Easy: Lean, Agile, DevOps <i>Lean Doesn't Mean Do Less</i> Gary Case , Senior Manager, Vintun LLC
3:35 PM – 4:45 PM	Power Hour <i>Establishing a Service Management Office</i> Troy DuMoulin , VP, Research & Development, Pink Elephant
5:00 PM – 7:00 PM	Networking Reception and Exhibition Showcase

Tuesday, February 4, 2025

Time	Session
7:15 AM – 8:15 AM	Early Risers <i>The Lean IT Leader</i> Troy DuMoulin , VP, Research & Development, Pink Elephant
8:30 AM – 10:10 AM	Hall of Fame Awards Presentation Keynote Address: <i>What I Learned from 100 Days of Rejection</i> Jia Jiang , Author, Ted Talk Speaker, Entrepreneur
10:30 AM – 11:30 AM	Track 6: The Long Run: IT Service Management <i>Designing an Effective & Scalable Categorization Structure</i> Troy DuMoulin , VP, Research & Development, Pink Elephant
11:45 AM – 12:45 PM	Attend Networking Lunch or Concurrent Session: Track 6 – The Long Run: IT Service Management <i>ITSM Jam Session – ITSM Metrics and Key Performance Indicators – Managing ITSM Performance</i> Matthew Bowles , Principal IT Management Consultant, Pink Elephant
1:00 PM – 1:45 PM	Attend Networking Lunch or Concurrent Session: Track 5 – Life in the Fast Lane: Tools and Technology <i>Product Demo: PinkSCAN®</i> Jennifer Wels , Senior IT Management Consultant, Pink Elephant and Brian Curry , Senior Account Manager, Pink Elephant
2:00 PM – 4:00 PM	Track 2 – New Kid in Town: integratedITSM™ <i>Enabling integratedITSM™ with DevOps, Agile, and Lean</i> Troy DuMoulin , VP, Research & Development, Pink Elephant
4:15 PM – 5:15 PM	Power Hour <i>The Jelly Effect</i> Jack Probst , Ed.D., Principal IT Management Consultant (retired), Pink Elephant
5:15 PM – 7:30 PM	Networking Reception

Wednesday, February 5, 2025

Time	Session
7:15 AM – 8:15 AM	Early Risers <i>Lean Thinking: Why It's a Must-Have for IT Practitioners</i> George Spalding , VP & Executive Consultant, Pink Elephant
8:30 AM – 10:00 AM	Closing Remarks Keynote Address: <i>Top Emerging Business and IT Trends, and Considerations for ITSM</i> David Ratcliffe , President, Pink Elephant Troy DuMoulin , VP, Research & Development, Pink Elephant Charles Betz , VP and Research Director, Enterprise Architecture, Forrester Research Alan Nance , Strategic Technology Leader, Pioneer of ITSM, Digital Experience Expert Elaine Lauritzen , Managing Director, HR and ID Center, Office of IT – Brigham Young University Gaurav Shekhar , Senior Assistant Dean, Professor and Program Director, The University of Texas at Dallas
10:20 AM – 12:20 PM	Track 7 – Take It Easy: Lean, Agile, DevOps <i>15 Essential Practices for DevOps Success</i> George Spalding , VP & Executive Consultant, Pink Elephant
12:20 PM – 1:30 PM	Networking Lunch
1:30 PM – 4:30 PM	Track 2 – New Kid in Town: integratedITSM™ <i>Maximizing IT Performance and Driving Continuous Improvement: Key Concepts and Strategies</i> Matthew Bowles , Principal IT Management Consultant, Pink Elephant
5:00 PM – 7:00 PM	Networking Reception
7:00 PM	Conference Ends

Note:

The program is subject to change. Check Pink's website or the conference app (which is available mid January) for the most up-to-date hour-by-hour schedule.