

Sample Agenda: AI and Emerging Trends

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!

Monday, February 16, 2026

Time	Session
8:30 AM – 11:30 AM	<p>Pre-Conference Monday Workshops – <u>Exclusive to Executive VIP Passholders</u> <i>Better OUTCOMES...Lead the way with Performance Excellence</i> Steve Wrenn, VP, Executive Advisor and former CIO</p> <p>OR</p> <p>Pre-Conference Monday Workshops – <u>Exclusive to Executive VIP and Platinum Passholders</u> <i>What It Really Takes to Establish and Manage a Highly Effective Business Relationship Management Process</i> George Spalding, VP and Executive Consultant, Pink Elephant</p>
1:00 PM – 4:00 PM	<p>Pre-Conference Monday Workshops – <u>Exclusive to Executive VIP Passholders</u> <i>Harnessing AI in the Workplace for Transformative Leadership</i> Troy DuMoulin, VP, Research and Development, Pink Elephant</p> <p>OR</p> <p>Pre-Conference Monday Workshops – <u>Exclusive to Executive VIP and Platinum Passholders</u> <i>Unleashing the Power of Root Cause Analysis in Major Incident and Problem Management (includes AI discussion)</i> Charlie Miles, Principal IT Management Consultant, Pink Elephant</p>
4:30 PM – 5:30 PM	<p>Track 5 – Lean and Agile: Make it So! <i>Flow Faster: Map, Optimize, and Automate Your IT Requests</i> Troy DuMoulin, VP, Research and Development, Pink Elephant</p>
5:30 PM – 7:30 PM	<p>Monday Evening Networking Reception</p>

Tuesday, February 17, 2026

Time	Session
7:15 AM – 8:15 AM	<p>Early Risers Track 4 – The Next Generation IT Service Management: integratedITSM™ <i>Taming the Ticket Tsunami: Mastering ITSM Queue Design for Turbocharged Efficiency</i> Charlie Miles, Principal IT Management Consultant, Pink Elephant</p>
8:30 AM – 10:10 AM	<p>Conference Welcome and Opening Remarks Keynote Address: 100 Things – Unlock Limitless Possibility Sebastian Terry, Author Goal Setting and Striving Expert, Founder of 100 Things, TV Host</p>
10:30 AM – 11:30 AM	<p>Track 3 – Boldly Going: Charting New Frontiers in Technology <i>The Observability Revolution: AI-Driven Insights and Automation for Smarter ITSM</i> Troy DuMoulin, VP, Research and Development, Pink Elephant</p>
11:45 AM – 12:45 PM	<p>Attend Networking Lunch or Concurrent Session:</p> <p>Track 3 – Boldly Going: Charting New Frontiers in Technology <i>AI – New Reality or Broken Promises?</i> Reid Benson, Senior Account Executive, HaloITSM</p>

1:00 PM – 2:00 PM	<p>Attend Networking Lunch or Concurrent Session:</p> <p>Track 4 – The Next Generation IT Service Management: integratedITSM™ <i>Trek Talk – The Augmentation of ITSM Through AI</i> Troy DuMoulin, VP, Research and Development, Pink Elephant</p>
2:15 PM – 3:15 PM	<p>Track 2 – IT Leadership: Engage! <i>People First: The Human Side of IT and Service Transformation</i> Elaine Lauritzen, Director, HR and ID Center, Office of IT, Brigham Young University (BYU)</p>
3:35 PM – 4:45 PM	<p>Power Hour <i>Modernizing IT Change Management for High-Velocity Organizations</i> Troy DuMoulin, VP, Research and Development, Pink Elephant</p>
5:00 PM – 7:00 PM	<p>Tuesday Evening Networking Reception and Exhibition Showcase</p>

Wednesday, February 18, 2026

Time	Session
7:15 AM – 8:15 AM	<p>Early Risers Track 3 – Boldly Going: Charting New Frontiers in Technology <i>Beam Me Up, Scotty: How AI Is Advancing IT Service Management and Elevating Productivity</i> George Spalding, VP and Executive Consultant, Pink Elephant</p>
8:30 AM – 10:10 AM	<p>2026 ITSM Hall of Fame Awards Induction Keynote Address: Navigating the Digital Frontier: AI, Technology, and the Future of Thought Nicholas Carr, Journalist, Author, Pulitzer Prize Finalist</p>
10:30 AM – 11:30 AM	<p>Track 3 – Boldly Going: Charting New Frontiers in Technology <i>Warp 10: Using AI for Next-Generation Operations</i> Phyllis Drucker, Author, Service Management Thought Leader</p>
11:45 AM – 12:45 PM	<p>Attend Networking Lunch or Concurrent Session:</p> <p>Track 3 – Boldly Going: Charting New Frontiers in Technology <i>Assessing the Reality of AI in ITSM: Key AI Advancements that Made an Impact on Service Delivery</i> Ashwin Ram, Product Marketing Manager, ManageEngine</p>
1:00 PM – 1:45 PM	<p>Attend Networking Lunch or Concurrent Session:</p> <p>Track 4 – The Next Generation IT Service Management: integratedITSM™ <i>Embracing SIAM: Shifting from Supplier Management to End-to-End Service Integration</i> Richard de Boer, Consultant, Pink Elephant EMEA.</p>
2:00 PM – 4:00 PM	<p>Track 3 – Boldly Going: Charting New Frontiers in Technology <i>Enabling a Culture of Continuous Improvement: AI-Powered PIRs for Antifragile IT</i> Troy DuMoulin, VP, Research and Development, Pink Elephant</p>
4:15 PM – 5:15 PM	<p>Power Hour <i>The Power of Storytelling – Why It's a Necessary Leadership Skill</i> Jack Probst, Ed. D., Principal IT Management Consultant (retired), Pink Elephant</p>
5:15 PM – 7:00 PM	<p>Wednesday Evening Social</p>



Thursday, February 19, 2026

Time	Session
7:15 AM – 8:15 AM	Early Risers Track 4 – The Next Generation IT Service Management: integratedITSM™ <i>From Numbers to Storytelling with Data</i> Robin Hysick , Senior IT Management Consultant, Pink Elephant
8:30 AM – 10:10 AM	Closing Remarks Closing General Session: <i>Top Emerging Business and IT Trends, and Considerations for ITSM</i> David Ratcliffe , President, Pink Elephant Troy DuMoulin , VP, Research and Development, Pink Elephant Alan Nance , Strategic Technology Leader, Pioneer of ITSM, Digital Experience Expert Chris Flanagan , Chief Information Officer, Vault Phyllis Drucker , Author, Service Management Thought Leader
10:30 AM – 11:30 AM	Track 3 – Boldly Going: Charting New Frontiers in Technology <i>Shaping the Future of ITSM with Generative AI and Data-Driven Insights</i> Ernesto Mijangos , Professional Service Director, Pink Elephant México and Latin America
11:30 AM – 1:30 PM	Networking & Lunch
1:30 PM – 4:30 PM	Track 3 – One of These Nights: AI and Emerging Trends <i>Knowledge Management and AI: Warp Speed Ahead!</i> Matthew Bowles Principal IT Management Consultant, Pink Elephant
5:00 PM – 6:00 PM	Thursday ‘End of Mission’ Happy Hour
6:00 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.