

Sample Agenda: IT Support Operations and Service Desk

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>People-Focused ITSM: The Power of Key Enabler Roles</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>The Major Incident Management Framework</i> Jennifer Wels, Senior IT Management Consultant, Pink Elephant</p>
1:00 PM – 4:00 PM	<p>Pre-Conference Monday Workshops – <u>Exclusive to Executive VIP Passholders</u> <i>Understanding and Applying the IT/Business Model as an Organizational System</i> Jack Probst, Ed.D., Principal IT Management Consultant (retired), Pink Elephant</p> <p>OR</p> <p>Pre-Conference Monday Workshops – <u>Exclusive to Executive VIP and Platinum Passholders</u> <i>What It Really Takes to Manage a Highly Integrated and Business-Focused Service Desk</i> Matthew Bowles, 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 1 – Navigating Organizational Change Management the Starfleet Way <i>Leading IT Transformation at Warp Speed: Driving Change, Adoption, and Impact</i> West Richter Jr., Director, Global IT Service Delivery, Moog, Inc.</p>
11:45 AM – 12:45 PM	<p>Attend Networking Lunch or Concurrent Session:</p> <p>Track 4 – The Next Generation IT Service Management: integratedITSM™ <i>Trek Talk – Problem Management Approaches and Good Practices</i> Jennifer Wels, Senior IT Management Consultant, Pink Elephant</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>The Renaissance of the CMDB – How to Get the Accurate, Timely, and Detailed Data You Need</i> Travis Greene, Senior Director of ITOM Product Marketing, OpenTEXT</p>
2:15 PM – 3:15 PM	<p>Track 4 – The Next Generation IT Service Management: integratedITSM™ <i>Service Catalog: The Next Generation – Lessons Learned from a Service Catalog Modernization</i> Merih Bennett, IT Support Director, State of Indiana Office of Technology</p>
3:35 PM – 4:45 PM	<p>Power Hour <i>Great Balls of Fire!</i> Denise Ryan, Firestar Speaking</p>
5:00 PM – 7:00 PM	Tuesday Evening Networking Reception and Exhibition Showcase

Wednesday, February 18, 2026

Time	Session
7:15 AM – 8:15 AM	<p>Early Risers Track 4 – The Next Generation IT Service Management: integratedITSM™ <i>The 9 Essential Building Blocks for Problem Management</i> Jennifer Wels, Senior IT Management 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 4 – The Next Generation IT Service Management: integratedITSM™ <i>Data's Data: Secrets to Standing Up a CMDB</i> Mark Freed, IT Service Management Maturation Project Director, State of Oregon</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 5 – Lean and Agile: Make it So! <i>Incident Management and Request Management – The 9 Essential Building Blocks for ITSM Process Management Success (in the Real World)</i> Matthew Bowles, Principal IT Management Consultant, Pink Elephant</p>
4:15 PM – 5:15 PM	<p>Power Hour <i>Beyond Framework Silos: Building a Business-Aligned IT Operating Model through Framework Integration</i> Troy DuMoulin, VP, Research and Development, Pink Elephant</p>
5:15 PM – 7:00 PM	Wednesday Evening Social

Thursday, February 19, 2026

Time	Session
7:15 AM – 8:15 AM	Early Risers Track 4 – The Next Generation IT Service Management: integratedITSM™ <i>Trek Talk – ITSM Metrics and Key Performance Indicators – Managing ITSM Performance</i> Matthew Bowles , Principal IT Management Consultant, Pink Elephant
8:30 AM – 10:10 AM	Closing Remarks Closing General Session: Top Emerging Business and IT Trends, and Considerations for ITSM 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 4 – The Next Generation IT Service Management: integratedITSM™ <i>Driving Operational Efficiency through a CMDB: Myth or Reality?</i> Praveen Perumalla , Department Leader, Service Management Office, Edward Jones
11:30 AM – 1:30 PM	Networking Lunch
1:30 PM – 4:30 PM	Track 4 – The Next Generation IT Service Management: integratedITSM™ <i>Release Management, Deployment Management, and Change Management – The 9 Essential Building Blocks for ITSM Process Management Success (in the Real World)</i> Jennifer Wels , Senior 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.