

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!

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 & 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> George Spalding, VP and Executive Consultant, Pink Elephant</p>
4:30 PM – 5:30 PM	<p>Track 2 – New Kid in Town: integratedITSM™ <i>Lean Thinking: Why It's a Need-to-Have for IT Practitioners</i> George Spalding, VP and Executive Consultant, 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 2 – IT Leadership: Engage! <i>Systems Thinking and Lean: A Confluence for Success</i> Jack Probst, Ed. D., Principal IT Management Consultant (retired), Pink Elephant</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	Attend Networking Lunch or Concurrent Session: Track 3 – Boldly Going: Charting New Frontiers in Technology <i>Trek Talk – The Augmentation of ITSM Through AI</i> Troy DuMoulin , VP, Research and Development, Pink Elephant
2:15 PM – 3:15 PM	Track 1 – Navigating Organizational Change Management the Starfleet Way <i>Beyond Buzzwords: A Case Study in Integrating Lean, Organizational Change Management, and a Service Strategy</i> Kristen Carvaines , AVP, IT Process Transformation, DUAL Insurance
3:35 PM – 4:45 PM	Power Hour <i>Great Balls of Fire!</i> Denise Ryan , Firestar Speaking
5:00 PM – 7:00 PM	Tuesday Evening Networking Reception & Exhibition Showcase

Wednesday, February 18, 2026

Time	Session
7:15 AM – 8:15 AM	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
8:30 AM – 10:10 AM	2026 ITSM Hall of Fame Awards Induction Keynote Address: <i>Navigating the Digital Frontier: AI, Technology, and the Future of Thought</i> Nicholas Carr , Author, Pulitzer Prize Finalist
10:30 AM – 11:30 AM	Track 4: The Next Generation IT Service Management: integratedITSM™ <i>Creating a Service Management Office (SMO) and Integrating Service Management Practices</i> Nicole West , IT Manager, IT Service Management Office, Hennepin County
11:45 AM – 12:45 PM	Attend Networking Lunch or Concurrent Session: 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
1:00 PM – 1:45 PM	Attend Networking Lunch or Concurrent Session: Track 4: The Next Generation IT Service Management: integratedITSM™ <i>Trek Talk – Leveraging Lean Principals in ITSM</i> George Spalding , VP and Executive Consultant, Pink Elephant
2:00 PM – 4:00 PM	Track 5 – A Leader’s Guide to Value Stream Mapping <i>A Leader’s Guide to Value Stream Mapping</i> Jennifer Wels , Senior IT Management Consultant, Pink Elephant
4:15 PM – 5:15 PM	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
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 – The Ops in DevSecOps</i> George Spalding , VP and Executive 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 1: Navigating Organizational Change Management the Starfleet Way <i>7 Steps for Developing an Effective Communication Strategy for Leading Change</i> Charlie Miles , Principal IT Management Consultant, Pink Elephant
11:30 AM – 1:30 PM	Networking & Lunch
1:30 PM – 4:30 PM	Track 3 – Boldly Going: Charting New Frontiers in Technology <i>AI-Augmented ITSM</i> Troy DuMoulin , VP, Research and Development, 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.