

Sample Agenda: New to IT Service Management and/or integratedITSM™

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 4 – The Next Generation IT Service Management: integratedITSM™ <i>First-Time? Long-Time? Let's Make This Your Best-Time</i> Robin Hysick, Senior IT Management 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>Trek Talk – Change Management Approaches and Good Practices</i> Jennifer Wels, Senior 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 4 – The Next Generation IT Service Management: integratedITSM™ <i>Implementing an ITSM Program to “Live Long and Prosper”</i> Daniel Pop, Senior Manager, IT Service Strategy & Governance, Smurfit Westrock</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>Improving IT Performance through the integratedITSM™ Designation and Certification Scheme</i> Robin Hysick, Senior IT Management Consultant (retired), Pink Elephant</p>
2:15 PM – 3:15 PM	<p>Track 6 – The Long Run: IT Service Management <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>Wheels of Fire!</i> Jack Probst, Ed.D., Principal IT Management Consultant (retired), Pink Elephant</p>
5:00 PM – 7:00 PM	<p>Tuesday Evening Networking Reception & Exhibition Showcase</p>

Wednesday, February 18, 2026

Time	Session
7:15 AM – 8:15 AM	<p>Early Risers <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 1 – Peaceful Easy Feeling: Organizational Change Management <i>Creating a Service Management Office (SMO) and Integrating Service Management Practices</i> Nicole West, IT Manager, IT Service Management Office, Hennepin County</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 – Experience Management Unraveled</i> Matthew Bowles, Principal IT Management Consultant, Pink Elephant</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>5 Easy Steps for Passing Certification Exams</i> Robin Hysick, Senior IT Management Consultant, Pink Elephant</p>
2:00 PM – 4:00 PM	<p>Track 4 – The Next Generation IT Service Management: integratedITSM™ <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>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>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: <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 4 – The Next Generation IT Service Management: integratedITSM™ <i>The 9 Essential Building Blocks for Change Management</i> Jennifer Wels , Senior IT Management Consultant, Pink Elephant
11:30 AM – 1:30 PM	Networking & Lunch
1:30 PM – 4:30 PM	Track 4 – The Next Generation IT Service Management: integratedITSM™ <i>Configuration Management and IT Asset Management – Two Peas in a Pod?</i> Charlie Miles , 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.