



Oleg Skrynnik's Agenda

Sunday, February 17, 2013

Time	Speaker	Session	Code	Room
4:00 PM - 5:00 PM	Troy DuMoulin	Tips For Cementing Organizational Change	CO6	Bellagio 2
5:00 PM - 7:00 PM	Welcome Reception & Exhibition Showcase Open			

Monday, February 18, 2013

Time	Speaker	Session	Code	Room
7:15 AM - 8:15 AM	Gary Case		BM6	DaVinci 4
8:45 AM - 9:10 AM		No Session Selected		
8:45 AM - 11:30 AM	Wayne Cotter Captain Chesley B. "Sully" Sullenberger, III Dr. Neil deGrasse Tyson	Keynote Speakers		Tower Ballroom
9:10 AM - 10:10 AM		No Session Selected		
10:30 AM - 11:30 AM		No Session Selected		
12:00 PM - 12:45 PM	Jack Probst	Mavens, Connectors, Salesmen - What Every ITSM Leader Needs To Know About Them	101A	DaVinci 4
1:00 PM - 1:45 PM	Rob England	The Checklist Manifesto: How To Get Things Right	206B	Monet 3
2:00 PM - 3:00 PM	Bernardo Tirado	Leadership: Helping Others To Succeed	301B	Cezanne 1 & 2
3:20 PM - 4:20 PM	Gary Case	Overcoming The Five Dysfunctions Of A Team	401	Monet 1 & 2
4:35 PM - 5:35 PM	Benoit Tessier	Blurred Boundaries - "Consumerization of IT"	512B	DaVinci 3
5:35 PM - 7:00 PM	Networking Reception			

Tuesday, February 19, 2013

Time	Speaker	Session	Code	Room
7:15 AM - 8:15 AM	Jack Probst		BT5	DaVinci 3
8:45 AM - 11:30 AM	Wayne Cotter Captain Chesley B. "Sully" Sullenberger, III Sally Hogshead	Keynote Speakers		Tower Ballroom
9:10 AM - 10:10 AM		No Session Selected		
10:30 AM - 11:30 AM		No Session Selected		
12:00 PM - 12:45 PM	Rae Garrett	Organization Change & ITIL Service Improvement Initiatives: A Look At 3 Models	602	Bellagio 2
1:00 PM - 1:45 PM	Troy DuMoulin	The Service Management Office 2.0	701	Monet 1 & 2
2:00 PM - 3:00 PM	Viktor Petermann	IT Process Framework - Testing The Theory	810B	DaVinci 1
3:20 PM - 4:20 PM	Chris Dancy	Knowledge Workers & The Reputation Index Economy	906A	Cezanne 1 & 2
4:35 PM - 5:35 PM	Rob England	Applying Adaptive Case Management to ITSM: The Standard+Case Approach	1007	Monet 3
5:35 PM - 7:00 PM	Networking Reception			

Wednesday, February 20, 2013

Time	Speaker	Session	Code	Room
7:15 AM - 8:15 AM	Rob England	Service Management (in 40 minutes!)	BW1	Monet 1 & 2
8:45 AM - 10:10 AM	Chester Elton Wayne Cotter	Keynote Speakers		Tower Ballroom
9:10 AM - 10:10 AM		No Session Selected		
1:00 PM - 3:45 PM	Troy DuMoulin	ITSM Strategic Road Map Workshop	W1	DaVinci 3 & 4

Please note, seating is available on a first come, first served basis, and cannot be guaranteed. Also, be sure to print a copy of your agenda before arriving in Las Vegas as there are no printing facilities in the conference area.