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Sessions recorded LIVE at The Hyatt Regency · November 1-4, 2015 · New Orleans, Louisiana USA

GENERAL SESSIONS

- Keynote 1** - The Cascade Effect, **Daniel Pink** © 2015 All Rights Reserved
- Keynote 2** - A Time to Stand, **Sean Stephenson** © 2015 All Rights Reserved
- Keynote 3** - Driving Growth Through Innovation, **Robert Tucker** © 2015 All Rights Reserved
- Keynote 5** - The Cult of the Customer. **Shep Hyken** © 2015 All Rights Reserved

CONCURRENT SESSIONS

- Session 101** - Measuring Success: Demonstrating Value Every Day, **Phyllis Drucker**
- Session 102** - Maintaining Continuous Improvement While Keeping the Lights On, **Keelyn VanderWeide**
- Session 103** - DevOps Bonus Session: DevOps: The Reality of Cloud Services and the New Cool, **John Clark, Kathleen Wilson**
- Session 104** - 5 Tools to Slay the Dragon and Win (Part One), **Mike Kublin, Manley Feinberg**
- Session 105** - We are the Service Management Office at Penn State, **John Williams**
- Session 106** - From Zero to Hero: TOGAF and ITSM in Harmony, **Michelle Eccless, Thomas Feichtinger**
- Session 107** - Antivirus for Team Unity, **Travis Horn**
- Session 108** - Constructing the UFFA Clan: A Case Study, **Brandon Caudle, Brad Biagi**
- Session 109** - It's All About the Services: Implementing a Service Portfolio, **Nelli Serifovski**

- Session 201** - ITIL: Is It Useful for Small Companies?, **Michael Gill**
- Session 202** - Lean IT as a Practical CSI Methodology, **Troy DuMoulin**
- Session 203** - DevOps Bonus Session: 5 Simple Ways to Higher DevOps Integration, **Scarlett Hu, Paul Riolo**
- Session 204** - 5 Tools to Slay the Dragon and Win (Part Two), **Mike Kublin, Manley Feinberg**
- Session 205** - Infinite Achievement at Infinite Campus, **Beth Jacobsen, Gina Montague**
- Session 206** - Identifying and Filling Skill Gaps, **Matthew Burrows**
- Session 207** - Leveraging the Power of Gamification to Improve Results, **Suresh GP**
- Session 208** - SPOC: One Goal, One Journey, and the Road to Success, **Eddie Vidal**
- Session 209** - Integrating Service Planning into the Project Lifecycle, **Doug Anderson, Brian Miller**

- Session 301** - Sustainable ITIL Successes with Minimal Resources, **Martha Wenc**
- Session 302** - Beyond the Knowledge Base: Turning Data into Wisdom, **Michael Cardinal**
- Session 303** - DevOps Bonus Session: Evolving Teams in DevOps, **Sherry Chang**
- Session 304** - Lean Methods for Contact Centers: A Case Study, **Mohan Nair**
- Session 305** - The Business of IT and the Value of Service Management, **Janie Aggas, Dennis St. Lawrence**
- Session 306** - Welcome to the New Era of Converged IT Services, **Yalcin Gerek**
- Session 307** - WHO-HOW-WHAT: An Approach to Establishing Communications, **Thorsten Manthey**
- Session 308** - Moving Metrics to the Cloud: Measuring the Complete Customer Experience, **Julie Mohr**
- Session 309** - Service Management in Higher Education: A Cultural Transformation, **Andrzej Gadomski, John Kearney**

- Session 401** - The ITSM Survival Guide: Fundamental Process Outputs for Every IT Project, **Jennifer He**
- Session 402** - WIIFMM: What's in It for the Middle Manager, **Thomas Canody**
- Session 403** - No More Excuses: ITSM in the Age of the Cloud, **Lou Hunnebeck**
- Session 404** - The 7 Deadliest Sins of Communication, **Skip Weisman**
- Session 405** - Major Incident Management: From Inhibitor to Enabler, **Nicole Skibinski**
- Session 406** - Governance Today or Irrelevance Tomorrow, **Rob Stroud**
- Session 407** - Engaging Employees: Bridging the Generation Gap, **Rae Ann Bruno**
- Session 408** - Preventative Problem Management: What ITIL Didn't Teach You, **Gabriel Soreanu**
- Session 409** - A Plan for Strategic Governance, **Warick Pond**

- Session 501** - Simple and Practical Advice for ITSM Transformations, **Derek Lonsdale**
- Session 502** - The Art of Failure: Service vs. Engagement, **Matt Hooper**
- Session 503** - Lost in Translation: Integrating a Service Management Model, **Andrea Kis**
- Session 504** - Integrating SDLC, DevOps, and ITSM, **John Gilmore**
- Session 505** - Crisis Management: When Simulation Meets Reality, **Kirstie Magowan**
- Session 506** - The Data IPO: Don't Let It Happen to You, **Carlos Casanova**
- Session 507** - Putting the People Back in PPT, **Mike Cardinal**
- Session 508** - Leaving Your Legacy: 5 Principals for Transforming Your Customer Experience, **Manley Feinberg**
- Session 509** - Using the Building Blocks of ITIL to Connect Development and Operations, **Elizabeth Fortunato**

Listing continued on page two...

- Session 601 - What's Up with Your Metrics?: A Case Study, **Jason Falter**
- Session 602 - Secret Sauce: The Power of Execution, **Ken Wendle**
- Session 603 - IT Asset Management as a Business Enabler, **Tim LaFleur**
- Session 604- Customer Connections: Seize Every Opportunity to Create Value, **Luke Keultjes**
- Session 605 - How Rebooting our ITSM Tool Improved The Customer Experience, **Ann Swancer**
- Session 606 - Putting It All Together: Agile and ITIL , **Erica Flora, Andy Rivers**
- Session 607 - Right People, Right Role, Right Process, **Paul Henell**
- Session 608 - Measuring Operational Efficiency and Value, **Rae Ann Bruno**
- Session 609 - Three's Company: Including Customer Engagement in Your ITSM Assessment, **Nathan Weldon, Joe Foster**

- Session 701 - Jump-Starting ITSM in Higher Education, **Jeffrey Toaddy**
- Session 702 - The Changing Landscape of Continuous Improvement, **Jeff Rumburg**
- Session 703 - Optimizing ITSM for Cloud Computing, **Reg Lo**
- Session 704 - Resolving Your Burning Issues: Organizational Change and the Value of ITSM, **Steve Smith**
- Session 705 - Knowledge Without Borders, **Cay Robertson**
- Session 706 - 7 Steps to Secure Configuration Management, **Ram Ramdattan**
- Session 707 - KNOW, DO, BE - Get Off Your "But", **Kirk Weisler**
- Session 708 - From Measuring the Service Desk to Measuring IT, **Ben Compton**
- Session 709 - The Business of IT Service Provisioning, **Bill Irvine**

- Session 801 - Basic Change Management: A Practical Multiphase Approach, **Greg Sanker**
- Session 802 - Minimum Viable ITSM, **Donna Knapp**
- Session 803 - The Odd Couple: Marrying ITSM with Cybersecurity, **Timothy Rogers**
- Session 804 - How to Stop Working Reactively and Sleep Better at Night, **Isabelle Baird**
- Session 805 - Collaborative Technical Writing, **Jeanne Lewis**
- Session 806 - A Framework of Frameworks, **Mark Smalley**
- Session 807 - Trust: There Are No Shades of Grey, **Mike Kublin**
- Session 808 - Trusted Advisors, Shadow IT, and the Business Beyond BYOD, **Malcolm Fry**
- Session 809 - ROI: Justifying a Modern Service Desk Solution, **Brion Peck**

The listed sessions are scheduled to be recorded; however, some changes may occur due to circumstances beyond our control.

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