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Sessions recorded LIVE at The Rosen Shingle · April 13-15, 2016 · Orlando, Florida   USA

GENERAL SESSIONS

☐ Keynote 1 — Disruptive Tech: The Unrecognizable New World of Tech and Culture *(David Pogue)* © 2016 All Rights Reserved
☐ Keynote 2 — How the World Sees You *(Sally Hogshead)* © 2016 All Rights Reserved
☐ Keynote 4 — The Power to Survive *(Yossi Ghinsberg)*   © 2016 All Rights Reserved
☐ Keynote 5 — Zap the Gap *(Meagan Johnson)*   © 2016 All Rights Reserved

CONCURRENT SESSIONS

☐ Session 101 — Five Roads to Employee Engagement and Success, *Eddie Vidal*
☐ Session 102 — Generate the WOW, *Gregg Gregory*
☐ Session 103 — Waking Up from a Service Sourcing Nightmare, *Dan Wilson*
☐ Session 104 — What If Your Favorite Restaurant Acted Like IT Departments? *Ryan Cooper, Tammy Jo (TJ) Martinez*
☐ Session 105 — The Future of Desktop Support: What the KPIs Are Telling Us, *Jeff Rumburg*
☐ Session 106 — Don't Just Ask for Feedback, Commit to it!, *Gina Montague*
☐ Session 107 — If Metrics Are the Answer, What Are the Questions?, *Roy Atkinson*
☐ Session 108 — Leadership Lessons 100 Years in the Making, *Jim Cain*
☐ Session 109 — DevOps: What's the Impact on the Support Team? *Sherry Chang*
☐ Session 110 — VDI: Transform Your Desktop with Virtualization, *Mike Voss*
☐ Session 201 — Bobsleds, Bathtubs, and Butterflies: Using Symbols to Reach, Teach, and Inspire, *Kirk Weisler*
☐ Session 202 — Make Friends First, Do IT Last, *Phil Gerbyshak*
☐ Session 203 — IT in the Shadows: Illuminating and Managing Shadow IT, *Phyllis Drucker*
☐ Session 204 — Stories from KCS Champions *(Panel Discussion), Rick Joslin*
☐ Session 205 — Team of Winners, *Dian Survance, Jill Weber (Panel Discussion)*
☐ Session 206 — Cultivating a Culture of Quality, *Rae Ann Bruno*
☐ Session 207 — Aligning PEUE Metrics for Operational Success, *Fancy Mills*
☐ Session 208 — Prove It! Gaining Senior Stakeholder Commitment and Confidence in the Service Organization, *Pete McGarahan*
☐ Session 209 — Why Service Desks Fail: The Watermelon Effect, *Jack Mansfield*
☐ Session 210 — Improving Desktop Support through Actionable Metrics, *Scott Spangenberg*
☐ Session 301 — Lead,Mentor,Coach: When, Why, and What's the Difference?, *Deborah Monroe*
☐ Session 302 — What CES Is Really About, *Jean Mork Bredeson*
☐ Session 303 — 5 Proven Ways to Create Change with Gamification, *Monica Cornetti*
☐ Session 304 — The Service Desk on the Front Lines of Cyber-Resilience, *Bob Rice*
☐ Session 305 — Modernize Your Service Desk Tools: Live Hack to Expose Legacy Solution Vulnerabilities, *Sam Elliott, Donald Hasson*
☐ Session 306 — Vertical Mindset: Rebuild Your Personal OS to Realize Your True Potential, *Manley Feinberg*
☐ Session 307 — Strategic Measurements: Connecting Operational Metrics to Organizational Strategy, *Julie Mohr*
☐ Session 308 — Firestarter: Unleashing the Learning Power in Your Organization, *Jeremy Hart*
☐ Session 309 — Having Difficult Performance Conversations to Build a Strong Team, *Mary Cruse*
☐ Session 310 — Marketing KCS to the Front Line, *Carrie Miller-Cohn*

☐ Session 401 — The Trust Factor: How Trust Impacts Team Dynamics, *Melissa Jackman*
☐ Session 402 — Customer Service Excellence: Consistency Is the New Black, *Roy Atkinson*
☐ Session 403 — Leading Through Chaos and Momentum, *Manley Feinberg*
☐ Session 404 — Is the Traditional IT Department on Its Way Out?, *David Cannon*
☐ Session 405 — Creating a Proactive Desktop Model: Breaking Out of the Reactive Grind, *Rae Ann Bruno*
☐ Session 406 — Onboarding: It's Not a Destination, It's a Journey, *Beth Jacobsen*
☐ Session 407 — The Diagnostic Power of Metrics, *Jeff Rumburg*
☐ Session 408 — The Secrets of Successful Knowledge Management, *Pete McGarahan*
☐ Session 409 — Rewrite Your Templates and Improve Email Quality, *Leslie O'Flahavan*
☐ Session 410 — Put Down the Report and Step Away from the Database!, *Lou Hunnebeck*
☐ Session 501 — Getting Ready for Generation Z, *John Reed*
☐ Session 502 — Creating Customer Value and Exceeding Expectations, *Luke Keultjes*
☐ Session 503 — The Rapid Evolution of IT Culture, *Brad Paubel, Michelle Stirnemann*
☐ Session 504 — Service Level Tracking Done Right, *Frederieke Winkler Prins*
☐ Session 505 — Get on Cloud 9, **Mark Dorsett**
☐ Session 506 — Evolving with the Speed of Change, *Aran McFarland*
☐ Session 507 — Check Your Gauges and Avoid the Check Engine Light, *Jim Bolton*
☐ Session 508 — Digital Transformation: Creating New Dynamics Between IT and Business Users, *Bill Keyworth*

☐ Session 509	Cvent: A Case Study in Launching a Customer Satisfaction Program, *Emily Gotosa, Jamie Stannard*	
☐ Session 510	Help Desk Password Management Case Studies from Computer Services and USG, *Gary Hein, Will Cheng*	
☐ Session 601	Unlock the Culture You Need to Succeed, *Jason Wischer*	
☐ Session 602	Providing Superhero Service, *Carrie Armstrong*	
☐ Session 603	Effective Tomorrow, the Service Desk Will No Longer Take Calls, *Doug Tedder*	
☐ Session 604	Keep On Keepin' On: Maturing and Improving IT and the Business, *Kevin Ritter*	
☐ Session 605	Does IT Have a Crystal Ball?: A Case Study on Student Technology Use, *Jill Beckman, Philip Berenz*	
☐ Session 606	SPOC: One Goal, One Journey., *Eddie Vidal*	
☐ Session 607	The Good, Bad and Ugly of Service Desk Metrics, *Gary Case*	
☐ Session 608	Success Strategies for Leaders, *George D'Iorio*	
☐ Session 609	7 Secrets That Will Transform How You Deliver ITSM, *Charles Cyna*	
☐ Session 610	Introducing RESILIA: Cyber-Resilience for the 21st Century, *David Moskowitz*	
☐ Session 701	Gamification: The Key to Employee Engagement, *Nate Brown*	
☐ Session 702	Customer Trust Derailed? Get It Back on Track, *Richard Kenny*	
☐ Session 703	Leadership: Learn It, Live It, Love It, *Kirk Weisler*	
☐ Session 704	The ITSM Elevator Is Broken, Please Take The Stairs, *Jim Bolton*	
☐ Session 705	Desktop Support: Increased Demand, Changing Role, *Roy Atkinson, Jenny Rains*	
☐ Session 706	Building and Maintaining a Winning Self-Service Portal, *Kelly Doherty*	
☐ Session 707	The Death of Call Center Metrics, *Jack Mansfield*	
☐ Session 708	Digital Workforce Enablement Through Shift-Left, *Elinor Klavens*	
☐ Session 709	Global Benchmarks for Knowledge Management, *Dr. Adam Krob, Phil Verghis*	
☐ Session 710	Five Innovations in Service Analytics, *Simon King*	
☐ Session 801	Synchronize Your Team, *Gregg Gregory*	
☐ Session 802	Two Key Differences When Managing the IT Customer Experience, *Ian Clayton*	
☐ Session 803	Reimagine Culture and Deliver an Incredible Service Experience, *Melissa Burch, Jason Kaufman*	
☐ Session 804	The Service Desk and the Service Management Office: A Love/Hate Relationship, *John Williams*	
☐ Session 805	The Next Generation of Desktop Support, *Mike Hanson*	
☐ Session 806	Beyond the Genius Bar, *Doug Tedder*	
☐ Session 807	What's First Call Resolve?, *Phyllis Drucker*	
☐ Session 808	Shadow IT: Coming Out of the Dark, *Brandon Dennis, Kyle Schneider*	
☐ Session 809	Overcoming the Biggest Challenges of an ITSM Program, *Gary Case*	
☐ Session 810	Do What You Do Best, Every Day!, *Jeremy Hart*	

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

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