

## PINK ELEPHANT ANNOUNCES 2017 IT EXCELLENCE AWARDS FINALISTS

*Gold, Silver & Bronze Winners Will Be Announced At Pink18*

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**Burlington, ON – January 29, 2018** – Today, Pink Elephant announced the finalists for the [2017 IT Excellence Awards](#). The Awards are granted in five categories, recognizing individual and corporate commitment to IT excellence and IT Service Management. The Gold, Silver and Bronze award winners will be announced during Pink Elephant’s 22<sup>nd</sup> Annual International IT Service Management Conference & Exhibition – “[Pink18](#)” – in Orlando, Florida, at the JW Marriott, from February 18-21, 2018.

“The achievements of the 2017 IT Excellence Award finalists are a testament to all the great work being done in the IT Service Management industry,” said David Ratcliffe, President, Pink Elephant. “I look forward to celebrating the Gold, Silver and Bronze award winners at Pink18. Congratulations once again to all the finalists!”

The award categories and finalists are:

**Project Of The Year:** Recognizes an organization that has demonstrated significant commitment to best practice frameworks including ITIL<sup>®</sup>, ISO, COBIT, Lean IT, and Six Sigma.

- Integration of Best Practices in NOC and CARE, Total Play
- Project "Orchestra", TELUS
- Service Management Enterprise Expansion, City of Ottawa

**Practitioner Of The Year:** Recognizes an individual who has shown commitment to best practices, continuous improvement and quality principles.

- Carol Christobek, Director, Ashland Business Transformation Office
- Sean Goss, Manager, Technology Services Process Improvement, Cable ONE
- Johnny Rivera, Manager - Service Management Office, Tacoma Public Utilities

**Innovation Of The Year:** This award is in recognition of a product or service developed by the vendor community that has made the greatest contribution to ITSM in the last calendar year.

- IT Alerting, Everbridge
- Loom, Loom Systems
- Luma, ServiceAide

**IT Leader Of The Year:** Recognizes an individual who works in a senior leadership role, promotes a clear vision for IT within the organization and has shown visible commitment to influencing and empowering the IT team to be successful in realizing their objectives.

- Kris Dalmolin, Information Services Director, City of Eugene
- Serge Suponitskiy, Chief Technology Officer, Flight Centre Travel Group
- Penny Rowlands, Director, Continuous Improvement, End User Services, Enterprise Shared Services, Kaiser Permanente

**Case Study Of The Year:** This special award will be given at the end of Pink18 to recognize the most outstanding practitioner case study presentation. The winner is chosen by conference attendees, based on overall session survey results. No nominations are required for this award.

Nominations for the 2017 IT Excellence Awards have now closed, but practitioners are able to submit their nominations for the 2018 IT Excellence Awards, which will be announced in February 2019 at Pink19.

For more information about the IT Excellence Awards or to submit a nomination, visit [www.pinkelephant.com](http://www.pinkelephant.com).

## About Pink18

Pink Elephant's Annual International IT Service Management Conference & Exhibition is globally recognized as the world's premier ITSM conference. Pink18's theme is "Adopt, Adapt & Apply!" and features 12 tracks with over 140 sessions, as well as 17 pre- and post-conference courses. The event will provide strategic, tactical and operational views covering a vast array of subjects including: ITSM, ITIL®, Lean IT, Agile, Scrum, DevOps, COBIT®, Organizational Change Management, Business Relationship Management, and more! To learn more about Pink18, visit [www.pinkelephant.com/pink18](http://www.pinkelephant.com/pink18).

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## About Pink Elephant

We Lead The Way! A premier global training, consulting and conference service provider, Pink Elephant has an undisputed reputation for leading the way. We're proud of our pioneering and innovative spirit, which has enabled us to introduce and spearhead many revolutionary concepts and programs since our inception 40 years ago.

To learn more about Pink Elephant and our full portfolio of training, consulting and special events, visit [www.pinkelephant.com](http://www.pinkelephant.com)

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