

Session Key

Financial Concentration Operations Concentration Technical / General Concentration

Track 5 Topics: 1. Next Generation W/O System 2. Expanded Business Intelligence Capabilities 3. Mobile Device Management
4. Virtualize PINNACLE to Support Entire IT Organization 5. Expanded VoIP Capabilities

Monday May 10, 2010

TIME	TRACK 1 Using PINNACLE Sheraton Ballroom IV & V Level 4	TRACK 2 Hands On PINNACLE Sheraton Ballroom III Level 4	TRACK 3 Technical Sheraton Ballroom II Level 4	TRACK 4 Customer Best Practice Sheraton Ballroom I Level 4	TRACK 5 V6.5 Enhancements Huron Level 2
7:00 - 8:30	Breakfast River Exhibition Hall A - Level 1				
8:30 - 10:15	General Session - Welcome & Opening Presentations Sheraton Ballroom IV & V - Level 4				
10:15 - 10:30	Break Ballroom Registration - Level 4				
10:30 - 11:45	Adopting Best Practices Paul Kurrasch Mike Nyhan	Essentials of Searching and Analyzing Jay Schaefer	PINNACLE API's Jeana Sansocie David Sansone	Importing Work Orders John North, U of Chicago	
11:45 - 1:15	Lunch River Exhibition Hall A - Level 1				
1:15 - 2:30	Implementing Service Management Angelena Volanth Mike Beale	Managing Voice Usage Operations Michelle Rogers	Customizing Imports David Sansone Jeana Sansocie	Vendor Management David Lessin, Walgreens	5. 1. Claire Taylor, Mike Suders. 2. Sandy Ransom, Joe Bauser, Jim Lancer. 3. Megan Kukielka, Dennis Vanill. 4. Mark Buzzelli, Andrew Martinez, Eric Scholer. Corrine LaMendola, Dick Beaulieu, Frank Logosh.
2:30 - 2:45	Break Ballroom Registration - Level 4				
2:45 - 4:00	Managing Utilization of IT Network Services Paul Lapan Paul Kurrasch	Managing Chargebacks Patty Hammar	Embedding Custom Business Rules David Sansone Jeana Sansocie	Customer Best Practices with Mapcom Integration Kevin Berry, Mapcom	5. 1. Claire Taylor, Mike Suders. 2. Sandy Ransom, Joe Bauser, Jim Lancer. 3. Megan Kukielka, Dennis Vanill. 4. Mark Buzzelli, Andrew Martinez, Eric Scholer. Corrine LaMendola, Dick Beaulieu, Frank Logosh.
4:15 - 5:15	Proactive Vendor Management Elizabeth Sharp David Sansone	Streamlining Incident Resolution BillBlake	PINNACLE Web Services Andrew Martinez Cathy Turner	Running PINNACLE in a RAC Environment Dan Wilson, Binghamton U	5. 1. Claire Taylor, Mike Suders. 2. Sandy Ransom, Joe Bauser, Jim Lancer. 3. Megan Kukielka, Dennis Vanill. 4. Mark Buzzelli, Eric Scholer. 5. Corrine LaMendola, Dick Beaulieu, Frank Logosh.

Tuesday May 11, 2010

TIME	TRACK 1 Using PINNACLE Sheraton Ballroom IV & V Level 4	TRACK 2 Hands On PINNACLE Sheraton Ballroom III Level 4	TRACK 3 Technical Sheraton Ballroom II Level 4	TRACK 4 Customer Best Practice Sheraton Ballroom I Level 4	TRACK 5 V6.5 Enhancements Huron Level 2
7:00 - 8:30	Breakfast River Exhibition Hall A - Level 1				
8:30 - 10:15	General Session - Regional User Group Meetings Sheraton Ballroom IV&V, Central, III, East, II, West, I, South				
10:15 - 10:30	Break Ballroom Registration - Level 4				
10:30 - 11:45	Efficient End User Report Management Jammie Starks Sandy Ransom	Managing User Access Eric Giunta	Leveraging Interactive Reports and Interactive SQL Jeana Sansocie David Sansone	Managing Network Infrastructure Sheard Goodwin II, U of Florida	
11:45 - 1:15	Lunch River Exhibition Hall A - Level 1				
1:15 - 2:30	Managing Physical Assets Tori Woodcock Elizabeth Sharp	Essentials of Searching and Analyzing Jay Schaefer	Discover Oracle Apex 4.0 Dennis Vanill Oracle	E911 Integration Edwin Benitez, U of Central Florida	5. 1. Claire Taylor, Mike Suders. 2. Sandy Ransom, Joe Bauser, Jim Lancer. 3. Megan Kukielka. 4. Mark Buzzelli, Andrew Martinez, Eric Scholer. Corrine LaMendola, Dick Beaulieu, Frank Logosh.
2:30 - 2:45	Break Ballroom Registration - Level 4				
2:45 - 4:00	Managing your Communication Network Mike Beale Angelena Volanth	Managing Voice Usage Operations Michelle Rogers	Monitoring User and System Performance Greg Dichek Cathy Turner	Managing Invoice and Billing Operations Josh Gardner, PAETEC	5. 1. Claire Taylor, Mike Suders. 2. Sandy Ransom, Joe Bauser, Jim Lancer. 3. Megan Kukielka, Dennis Vanill. 4. Mark Buzzelli, Andrew Martinez, Eric Scholer. Corrine LaMendola, Dick Beaulieu, Frank Logosh.
4:15 - 5:15	Managing Service Desk Operations David O'Brien Mike Nyhan	Managing Chargebacks Patty Hammar	Extreme Flexibility Zach Krause, Scholer	PM & Conoco Phillips, PINNACLE Upgrade Project Kathy Brant, Conoco Phillips	5. 1. Claire Taylor, Mike Suders. 2. Sandy Ransom, Joe Bauser, Jim Lancer. 3. Megan Kukielka, Dennis Vanill. 4. Mark Buzzelli, Andrew Martinez. 5. Corrine LaMendola, Dick Beaulieu, Frank Logosh.

Wednesday May 12, 2010

TIME	TRACK 1 Using PINNACLE Sheraton Ballroom IV & V Level 4	TRACK 2 Hands On PINNACLE Sheraton Ballroom III Level 4	TRACK 3 Technical Sheraton Ballroom II Level 4	TRACK 4 Customer Best Practice Sheraton Ballroom I Level 4	TRACK 5 V6.5 Enhancements Huron Level 2
7:00 - 8:30	Breakfast River Exhibition Hall A - Level 1				
8:30 - 9:15	General Session - Wrap Up & PINNACLE Raod Map Sheraton Ballroom IV & V - Level 4				
9:30 - 10:45	Effective Incident Management Chris Bear Mike Beale	Streamlining Incident Resolution Bill Blake	Upgrading from V5.4 part 1 James Dick Ray Tuttle, Beaulieu, Breitenbach		
10:45 - 11:00	Break Ballroom Registration - Level 4				
11:00 - 12:15	Enabling Self Service Automation David O'Brien Terry O'Brien	Managing User Access Eric Giunta	Upgrading from V5.4 part 2 James Dick Ray Tuttle, Beaulieu, Breitenbach		