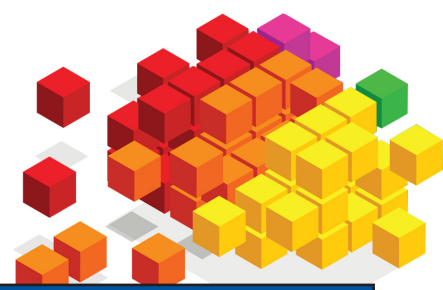


Minneapolis

Putting Content to Work
ECM UserNet 2011



● Business
 ▲ RIM & Legal
 ■ IT
 ✿ Hands-On Lab
 ◆ Customer Presentation

Thursday, May 12th

1:30pm - 2:45pm	General Session & Keynote Address Phillip Jones, Enterprise Content Management Executive & Ken Bisconti, Vice President, Product Marketing and Strategy IBM Enterprise Content Management Grand Ballroom Center & West					
2:45pm	Break & Partner Expo					
3:15pm - 4:05pm	● Veranda 3 Advanced Case Management in Government: The Roadmap for Effectiveness and Efficiency	● Veranda 5 Where is the Need for Advanced Case Management in Banking and Financial Markets?	● Veranda 7 Improving Enterprise Asset Management with FileNet	▲ Grand Ballroom East B How to Leverage Enterprise Content Management to Solve Today's Pressing Information Governance Problems	■ Grand Ballroom East A What's New from IBM ECM for IBM FileNet P8 Customers	■ Veranda 4 What's New from IBM ECM for IBM Content Manager Customers
4:05pm	Break					
4:15pm - 5:05pm	● Grand Ballroom East A IBM's Advanced Case Management - Delivering Better Customer Outcomes	● Veranda 4 IBM Watson and IBM Content Analytics	▲ Grand Ballroom East B Too Much Content: Addressing the Challenges Faced by Today's Organizations	■ Veranda 7 Production Imaging Edition and Other IBM Imaging Solutions Update	■ ✿ Veranda 2 IBM Case Manager Hands-On Lab	■ ◆ Veranda 5 Sharing ECM Experiences - an Interactive Customer Panel
5:05pm	Reception sponsored by NetApp					

Friday, May 13th

7:45am	Breakfast					
9:00am - 10:00am	General Session: Governance and Compliance in the Social Enterprise Jeff Phillips, Senior Analyst at Doculabs Grand Ballroom Center & West					
10:15am - 11:05am	▲ Grand Ballroom East B Helping Your Legal Department Meet Information Obligations and Reduce Risks	■ Veranda 5 IBM FileNet System Monitor Product Update	■ Grand Ballroom East A IBM FileNet Business Process Manager Product Update	■ ✿ Veranda 2 Datacap Taskmaster Capture Hands-On Lab	■ ◆ Veranda 3 Teaching an Elephant to Dance: Using IBM CMOD to Manage Petabytes of Data with Ease	
11:05am	Break					
11:15am - 12:05pm	● Veranda 4 Unlock Valuable Insight from Enterprise Content with Content Analytics	▲ Grand Ballroom East B Records and Retention Management for Reduced Risk and Cost	■ Grand Ballroom East A Office Document Management and SharePoint Update	■ Veranda 5 IBM Case Manager Product Update	■ ◆ Veranda 3 Best Practices: Building a Next-generation Information and Records Management Archive using IBM FileNet P8, IER and N Series Storage	
12:05pm	Lunch					
1:05pm - 1:55pm	● Veranda 3 How Marketing, Product Mgmt, Facilities, Customer Service and HR Organizations Use IBM ECM...	▲ Grand Ballroom East B Reducing the Costs of Explosive Information Growth with a Smarter Approach to Archiving	■ Veranda 4 Create Content Analytic Solutions that Deliver Deep Business Insight	■ Grand Ballroom East A Social Business Meets Enterprise Content Management	■ Veranda 5 IBM Document Capture Strategy and Product Update	■ ◆ Veranda 7 First Steps into the World of Custom Widgets
1:55pm	Break					
2:05pm - 2:55pm	■ ▲ Grand Ballroom East B Information Lifecycle Governance Tech Talk and Product Update	■ Grand Ballroom East A IBM FileNet Content Manager Update	■ Veranda 5 IBM Content Manager OnDemand Product Update	■ Veranda 4 Create Rapid Business Insight with Content Analytics	■ ◆ Veranda 7 Agile Business Process Configuration with IBM FileNet P8	
2:55pm	Closing Session Grand Ballroom Center & West					