



Washington, DC

Tuesday, April 29, 2014

▲ Line of Business	■ IT	⬢ Hands On Lab
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8:00	Breakfast - Sponsored by Notable Solutions					
8:45 - 9:00	Welcome / Opening remarks					
9:00 - 10:00	Guest speaker keynote – Mark Eaton					
10:00 - 10:30	Keynote #2 - Feri Clayton, Director, IBM Enterprise Content Management					
10:30 - 10:45	Business Partner introduction					
10:45 - 11:00	Break - Chesapeake Ballroom					
11:00 - 11:50	▲ Smarter Counter Fraud: New Threats. New Thinking <i>Room 0101 Jonathan Muise</i>	▲ Reducing Cost and Risk in eDiscovery <i>Room 0102 David Obarowski</i>	▲ The Content Navigator Experience, building Web, Social, & Mobile Content Solutions <i>Room 2102 Rick Nickell</i>	■ Best Practices with IBM Content Manager <i>Room 2104 Shailesh Gupta</i>	■ What's new in Capture and Imaging? <i>Room 2101 Daniel Ouimet</i>	■ Output for ECM: The Final Frontier <i>Room 2106 John Bourdeau</i>
11:55 - 12:45	▲ Aligning People, Process and Policy in Public Sector for better outcomes <i>Room 0101 Campbell Robertson</i>	▲ Delivering Enterprise Value with Effective Records Management <i>Room 0102 Genifer Graff</i>	■ Best Practices with IBM FileNet Content Manager and Content Foundation <i>Room 2102 Rick Nickell</i>	⬢ Hands on Lab – Content Navigator <i>Room 2104 Robert Nonnenkamp Kevin Bowe, Cheryl Miller</i>	▲ A Business Analyst Guide to Delivering Solutions with IBM Case Manager <i>Room 2101 Dave Perman</i>	■ Managing Email for Fun and Profit <i>Room 2106 John Masters</i>
12:45 - 2:15	Lunch and Vendor Expo - Chesapeake Ballroom - Sponsored by IMC Meet & Greet with Mark Eaton					
2:15 - 3:05	▲ Public Sector & Enterprise Content Management: A perspective from IBM's Federal CTO <i>Room 0101 Andras Szakal</i>	▲ Drive Better Business Outcomes with Case Management <i>Room 0102 Doc Mills</i>	■ Second Generation Archiving - Shining the Light on Dark Data <i>Room 2102 Genifer Graf</i>	⬢ Hands on Lab – Content Navigator <i>Room 2104 Robert Nonnenkamp Kevin Bowe, Cheryl Miller</i>	▲ Documents Now! – Mobile and Distributed Capture for Real Time Business Outcomes <i>Room 2101 Brent Bussell</i>	■ Secure Distributed Case File Capture <i>Room 2106 Dave Gomez and Alex Welsh</i>
3:05 - 3:15	Break - Chesapeake Ballroom					
3:15 - 4:05	▲ Delivering Solutions with ECM in the Cloud <i>Room 0101 Huzefa Hakim</i>	▲ From Information to Insight - Understanding Your Customer with Content Analytics <i>Room 0102 Mike Zimmer</i>	■ Stop Data Hoarding - Cleaning up your Legacy Data <i>Room 2102 Amir Jaibaji</i>	■ Meeting the Needs of Your Business with IBM Case Manager. <i>Room 2104 Dave Perman</i>	▲ Optimizing Customer Self Service with High Performance Statement Presentation <i>Room 2101 Thom Garcia</i>	
4:10 - 5:00	▲ ■ ECM Roadmap & Strategy - What's New in ECM? <i>Feri Clayton</i> <i>Chesapeake Ballroom</i>					
5:00	Reception - Sponsored by Crawford Technologies					

Note: The agenda is subject to change.