



HDI Executive Forum Agenda

September 25-27, 2017

Forum Location: Magnolia Hotel | 818 17th Street | Denver, CO 80202 | 303-607-9000
Program Manager: Allyson Rollins | Phone: 719-439-9742 | Email: allyson.rollins@ubm.com
Group Facilitator: Leslie Cook | Phone: 719-203-8650 | Email: leslie.cook@ubm.com
Please Bring: Any necessary information related to the topics on the agenda

Monday, September 25

Arrival Day

5:00 pm – 7:00 pm	Registration: Take a moment to check in, pick up your name badge, meeting materials, sign a photo release and get your Rockies ticket if applicable.	LL outside The Magnolia Lounge
6:30 pm – 8:00 pm	Meet and Greet: Come join your peers for an informal gathering over appetizers and drinks.	The Magnolia Lounge

Tuesday September 26

7:30 am – 8:30 am	Registration: Take a moment to check in, pick up your name badge, meeting materials, sign a photo release and get your Rockies ticket if applicable.	LL outside The Magnolia Lounge
7:45 am – 8:30 am	Breakfast	The Magnolia Ballroom
8:30 am – 9:00 am	HDI Welcome and Ice Breaker Activity – presented by Allyson Rollins, Program Manager	The Magnolia Ballroom
9:00 am – 9:15 am	Travel to Coors Field for our Site Tour	
9:15 am – 10:30 am	Coors Field Technology Team panel discussion: This an opportunity to ask questions of some of the Coors field IT department employees. What technology is behind the game, merchandise, ticket sales and food outlets? What is their disaster recovery plan? What tools do they use? How do the train the IT employees?	Enter at Gate C to Conference Room # 2
10:30 am – 11:30 am	Coors Field Tour	Coors Field

11:30 am – 11:45 am	Travel back to the Magnolia Hotel	
11:45 am – 12:45 pm	Lunch	The Magnolia Ballroom
12:45 pm – 1:00 pm	Introductions: At your table please take some time to introduce yourself and share where you work.	The Magnolia Ballroom
1:00 pm – 4:15 pm*	<p>THE FUTURE OF IT SUPPORT presented by Kevin Crowe, Executive VP of Strategy from Long View Systems. This is a Brainstorm / Pain Storming workshop. A few questions and discussion ideas for the session:</p> <ul style="list-style-type: none"> • What is IT going to look like in 3-5 years? • How can we shape the future and execute on that? • What is near term, can we make those improvements now? • Use of artificial intelligence, robots • Use of machine learning/deep learning • Automation of Service Requests • Automation of incident resolution (from alert to self-healing, self-fixes) • Automation of major incident declaration <p>Break when convenient</p>	<p>The Magnolia Ballroom</p> <p>Multi Group Session</p>
4:15 pm – 4:40 pm	Free Time	
4:40 pm – 5:00 pm	Meet in the hotel lobby to travel to Coors Field. -There will be a shuttle on a continuous loop from the hotel to Coors Field.	
5:00 pm – 6:30 pm	Pregame Picnic and Networking - There will be a shuttle on a continuous loop from the hotel to Coors Field.	Platte River Picnic Area
6:30 pm – 9:30 pm	Colorado Rockies vs. Miami Marlins Baseball Game -There will be a shuttle on a continuous loop from the hotel to Coors Field. Until 9:45 pm.	Section 316

Wednesday, September 27

7:30 am – 8:00 am	Breakfast	The Magnolia Ballroom
8:00 am – 9:00 am	Speed Circuit Discussions: The main topic is Self- Service. We will have 8-10 tables with topics that relate to self-service. During this hour you will have the opportunity to network and talk with all attendees by visiting each table discussing each topic as it relates to self- service. This has been an attendee favorite for the past year.	The Magnolia Ballroom
9:00 am – 10:30 am	SME Workshop: Leading a Trusting Workplace presented by Lea Brovedani. Lea will help you to identify opportunities to build trust and create a positive environment. What would it take for all of your employees to say, “I love my job and I trust my coworkers?” Employee engagement is a key competitive advantage for companies, and it happens in an environment where people are completely vested and energized. With humor and great storytelling, Lea shows participants how to: Increase levels of trust with clients, employees and peers.	Glenarm (Joint Session)
10:30 am – 10:45 am	Break	Library Area
10:45 am – 11:15 am	Case Study 1: Home Based Workers / Remote Agents / Alternate Shift Work – What works, what doesn't work, how do you manage it, how do you hold huddles/training, security struggles Karen Okon from Allstate is working on this now to deploy in September and will share with the group about how they got to this point.	Glenarm
11:15 am - 11:45 am	Case Study 2: Home Based Workers / Remote Agents / Alternate Shift Work -- What works, what doesn't work, how do you manage it, how do you hold huddles/training, security struggles Tony Letts from Chick-Fil-A will share how his current home based team functions.	Glenarm
11:45 am – 12:15 pm	Group Discussion : Home Based Workers / Remote Agents / Alternate Shift Work	Glenarm



12:15 pm – 12:45 pm Lunch

The Magnolia
Ballroom

12:45 pm – 2:00 pm

Production Ready List: Transition to Operations - facilitated by Greg Daugherty, Director Restaurant Technology Support, The Wendy's Company. What processes are used by teams to prepare their service desk team to successfully support new IT services. **Some example items:** define SLAs, focus by group to build templates etc.
Greg will kick off the discussion and have an example template created before this meetingtake look at onboarding a new IT service, who are the vendors - SLAs - KBA - OLAs -is your SD ready to support - do you have the escalations in place for the post implementation support? Share with the work groups what is needed for support? What does Support need to provide stellar service to all work groups for a new product or service. A checklist - categorization, CI, Knowledge documentation.

Glenarm

Remember to take your event surveys and post all information to the HDIConnect group site