

The future of work tour 2019



Agenda

IT	CSM	HR	Security	Now Platform
9:00 – 9:30 am Morning Registration				
9:30 – 11:30 am (Optional) Performance Analytics and Reporting: Achieving Continual Service Improvement Lab				
9:30 – 11:30 am (Optional) Creating and Deploying Virtual Agents for Awesome Employee Experiences Lab				
11:00 – 11:30 am Main Event Registration	11:00 – 11:30 am Main Event Registration	11:00 – 11:30 am Main Event Registration	11:00 – 11:30 am Main Event Registration	11:00 – 11:30 am Main Event Registration
11:30 am – 12:30 pm Lunch	11:30 am – 12:30 pm Lunch	11:30 am – 12:30 pm Lunch	11:30 am – 12:30 pm Lunch	11:30 am – 12:30 pm Lunch
12:30 – 1:30 pm Keynote and Customer Presenter	12:30 – 1:30 pm Keynote and Customer Presenter	12:30 – 1:30 pm Keynote and Customer Presenter	12:30 – 1:30 pm Keynote and Customer Presenter	12:30 – 1:30 pm Keynote and Customer Presenter
1:30 – 2:00 pm Break and Partner Showcase	1:30 – 2:00 pm Break and Partner Showcase	1:30 – 2:00 pm Break and Partner Showcase	1:30 – 2:00 pm Break and Partner Showcase	1:30 – 2:00 pm Break and Partner Showcase
2:00 – 2:30 pm Transform YOUR IT Experience	2:00 – 3:00 pm Roundtable Discussion: Using Customer Service to Improve the Customer Experience	2:00 – 3:00 pm Roundtable Discussion: HR and IT Better Together: Unlocking Enterprise-Wide Productivity Through Employee Experience	2:00 – 3:00 pm Roundtable Discussion: Respond faster to security incidents, vulnerabilities, and enterprise risk for Security	2:00 – 3:00 pm Hands-on Builder Workshop: Make your app an experience to remember
2:30 – 3:00 pm Deliver High-Performance Business Services with Visibility and AIOps				
3:00 – 4:00 pm Networking Cocktail Reception and Partner Showcase	3:00 – 4:00 pm Networking Cocktail Reception and Partner Showcase	3:00 – 4:00 pm Networking Cocktail Reception and Partner Showcase	3:00 – 4:00 pm Networking Cocktail Reception and Partner Showcase	3:00 – 4:00 pm Networking Cocktail Reception and Partner Showcase