servicenow™

The future of work tour 2019

Agenda

IT	Customer Service	HR	Security	Now Platform
8:30 am SNUG Breakfast **9:00 – 9:30 am** Morning Registration	**8:30 am** SNUG Breakfast **9:00 – 9:30 am** Morning Registration	**8:30 am** SNUG Breakfast **9:00 – 9:30 am** Morning Registration	**8:30 am** SNUG Breakfast **9:00 – 9:30 am** Morning Registration	**8:30 am** SNUG Breakfast **9:00 – 9:30 am** Morning Registration
10:00 – 11:30 am (Optional) Performance Analytics and Reporting: Achieving Continual Service Improvement Lab	**9:30 – 10:00 am (Optional)** Customer Service Opening Session featuring Cara Anderson, Senior Delivery Consultant at Cerner Corporation	**9:30 – 10:00 am (Optional)** HR Opening Session featuring Pat Tourigny, Senior Vice President of HR at Magellan Health	**9:30 – 10:00 am (Optional)** Security Opening Session featuring Jason Bush, CISO & VP, Enterprise Technology at Save-A-Lot Food Stores	
10:00 – 11:30 am (Optional) Creating and Deploying Virtual Agents for Awesome Employee Experiences Lab	**10:00 – 11:30 am (Optional)** Customer Service Hands-on Lab: A Day in the Life	**10:00 – 11:30 am (Optional)** HR Hands-on Lab: Scavenger Hunt	**10:00 – 11:30 am (Optional)** Security Challenge Competition: Score points by shutting down threats	
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
12:00 – 1:30 pm Keynote and Customer Panel	**12:00 – 1:30 pm** Keynote and Customer Panel	**12:00 – 1:30 pm** Keynote and Customer Panel	**12:00 – 1:30 pm** Keynote and Customer Panel	**12:00 – 1:30 pm** Keynote and Customer Panel
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 **2:30 – 3:00 pm** Deliver High-Performance Business Services with Visibility and AIOps	**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
3:00 – 3:30 pm Customer Success: Tips and Tricks **3:30 - 4:30 pm** Networking Happy Hour	**3:00 – 3:30 pm** Customer Success: Tips and Tricks **3:30 - 4:30 pm** Networking Happy Hour	**3:00 – 3:30pm** Customer Success: Tips and Tricks **3:30 - 4:30 pm** Networking Happy Hour	**3:00 – 3:30 pm** Customer Success: Tips and Tricks **3:30 - 4:30 pm** Networking Happy Hour	**3:00 – 3:30 pm** Customer Success: Tips and Tricks **3:30 - 4:30 pm** Networking Happy Hour