

# The future of work tour 2019

St Louis | March 12th



IT	Customer Service	HR	Security	Now Platform
<b>8:30 am</b> SNUG Breakfast <b>9:00 – 9:30 am</b> Morning Registration	<b>8:30 am</b> SNUG Breakfast <b>9:00 – 9:30 am</b> Morning Registration	<b>8:30 am</b> SNUG Breakfast <b>9:00 – 9:30 am</b> Morning Registration	<b>8:30 am</b> SNUG Breakfast <b>9:00 – 9:30 am</b> Morning Registration	<b>8:30 am</b> SNUG Breakfast <b>9:00 – 9:30 am</b> Morning Registration
<b>10:00 – 11:30 am</b> Performance Analytics and Reporting: Achieving Continual Service Improvement Lab	<b>9:30 – 10:00 am</b> Customer Service Opening Session featuring Cara Anderson, Senior Delivery Consultant at Cerner Corporation	<b>9:30 – 10:00 am</b> HR Opening Session featuring Pat Tourigny, Senior Vice President of HR at Magellan Health	<b>9:30 – 10:00 am</b> Security Opening Session featuring Jason Bush, CISO & VP, Enterprise Technology at Save-A-Lot Food Stores	
<b>10:00 – 11:30 am</b> Creating and Deploying Virtual Agents for Awesome Employee Experiences Lab	<b>10:00 – 11:30 am</b> Customer Service Interactive Demo	<b>10:00 – 11:30 am</b> HR Hands-on Lab	<b>10:00 – 11:30 am</b> Security Challenge Competition: Score points by shutting down threats	
<b>11:30 am – 12:30 pm</b> Lunch	<b>11:30 am – 12:30 pm</b> Lunch	<b>11:30 am – 12:30 pm</b> Lunch	<b>11:30 am – 12:30 pm</b> Lunch	<b>11:30 am – 12:30 pm</b> Lunch
<b>12:00 – 12:30 pm</b> Keynote	<b>12:00 – 12:30 pm</b> Keynote	<b>12:00 – 12:30 pm</b> Keynote	<b>12:00 – 12:30 pm</b> Keynote	<b>12:00 – 12:30 pm</b> Keynote
<b>12:30 – 1:30 pm</b> Customer Panel	<b>12:30 – 1:30 pm</b> Customer Panel	<b>12:30 – 1:30 pm</b> Customer Panel	<b>12:30 – 1:30 pm</b> Customer Panel	<b>12:30 – 1:30 pm</b> Customer Panel
<b>1:30 – 2:00 pm</b> Break and Partner Showcase	<b>1:30 – 2:00 pm</b> Break and Partner Showcase	<b>1:30 – 2:00 pm</b> Break and Partner Showcase	<b>1:30 – 2:00 pm</b> Break and Partner Showcase	<b>1:30 – 2:00 pm</b> Break and Partner Showcase
<b>2:00 – 2:30 pm</b> Transform YOUR IT Experience	<b>2:00 – 3:00 pm</b> Roundtable Discussion: Using Customer Service to Improve the Customer Experience	<b>2:00 – 3:00 pm</b> Roundtable Discussion: HR and IT Better Together: Unlocking Enterprise-Wide Productivity Through Employee Experience	<b>2:00 – 3:00 pm</b> Roundtable Discussion: Respond faster to security incidents, vulnerabilities, and enterprise risk for Security	<b>2:00 – 3:00 pm</b> Hands-on Builder Workshop: Build your first mobile app in an hour
<b>2:30 – 3:00 pm</b> Deliver High-Performance Business Services with Visibility and AIOps				
<b>3:00 – 3:30 pm</b> Customer Success: Tips and Tricks	<b>3:00 – 3:30 pm</b> Customer Success: Tips and Tricks	<b>3:00 – 3:30 pm</b> Customer Success: Tips and Tricks	<b>3:00 – 3:30 pm</b> Customer Success: Tips and Tricks	<b>3:00 – 3:30 pm</b> Customer Success: Tips and Tricks
<b>3:30 - 4:30 pm</b> Networking Happy Hour	<b>3:30 - 4:30 pm</b> Networking Happy Hour	<b>3:30 - 4:30 pm</b> Networking Happy Hour	<b>3:30 - 4:30 pm</b> Networking Happy Hour	<b>3:30 - 4:30 pm</b> Networking Happy Hour