

**Wednesday May 15, 2019 Informal Reception**

- 7:00 Informal reception for attendees arriving early

**Thursday May 16, 2019 Morning**

- 8:00 Breakfast & networking
- 9:00 Welcome, agenda review and attendee introductions
- 9:30 Expanding Possibilities with BOSS – A Strategic Overview
- 9:45 Expanding the BOSS Product Capabilities
- 10:30 Break
- 10:45 Customer Journey Mapping - The measurable benefits you can achieve when you take a more customer-centric approach to IT support - Miranda Reshaw, Process Improvement Manager with Coca-Cola
- 12:00 Lunch

**Thursday May 16, 2019 Afternoon**

- 1:00 Presentations and discussion of how customers have expanded possibilities
- 3:00 Break
- 3:15 Building Advanced Workflows using new features - Workshop 1
- 4:15 Close
- 4:45 Bus departs hotel for evening event
- 6:00 Evening event

**Friday May 17, 2019 Morning**

- 8:00 Breakfast & Networking
- 9:00 Expanding Your Leadership Potential - Examining IT Leaders and Developing Yourself. Vicki Rogers, Senior Manager of Change with the Georgia Institute of Technology
- 10:15 Break
- 10:30 Advanced Service Catalog design using new capabilities - Workshop 2
- 12:00 Lunch

**Friday May 17, 2019 Afternoon**

- 1:00 Advanced Reporting –Workshop 3
- 2:00 Break
- 2:15 Customer input on new features and the product road map
- 3:15 Open Q&A - An opportunity to get your questions answered
- 4:15 Closing address and prize drawing
- 4:30 Close