

2018 User Conference & Training, Atlanta May 16-18, 2018**Tuesday May 15, 2018 Informal Reception**

- 7:00 Informal reception for attendees arriving early
- 8:00 Free night for attendees

Wednesday May 16, 2018 Morning

- 8:00 Breakfast & networking
- 9:00 Welcome, agenda review and attendee introductions
- 9:15 Keynote Address – “Service Leadership in the Era of Digital Transformation” by Sallie Wright CIO at Fulton County Government
- 10:30 Break
- 10:45 Together Towards Tomorrow – A Strategic Overview
- 11:15 What Tomorrow will Bring – BOSS Product Roadmap
- 12:00 Lunch

Wednesday May 16, 2018 Afternoon

- 1:00 Customer Success Stories – Share & Learn
- 3:00 Break
- 3:15 New Features –Review & Discussion
- 5:00 Close
- 5:45 Bus departs hotel for evening event
- 7:00 Evening event at SunTrust Park

Thursday May 17, 2018 Morning

- 8:00 Breakfast & Networking
- 9:00 ITSM – How to Improve Your Team and Service, by Vicki Rogers, Senior IT Consultant
- 10:15 Break
- 10:30 Getting the best out of BOSS Mobile Apps
- 12:00 Lunch

Thursday May 17, 2018 Afternoon

- 1:00 Business Process Automation – Tips & Tricks
- 2:30 Break
- 2:45 Advanced Searches & Reports – Hands on
- 4:15 Closing address and prize drawing
- 4:30 Close & free night for attendees staying over for Workshop

Friday May 18, 2018 (Optional Workshop)

- 8:00 Breakfast & Networking
- 9:00 Creating Complete Workflows Using Service Catalog - How to use the forms designer and workflows to build advanced Service Catalogs to meet the need of users outside IT
- 12:00 Lunch
- 1:00 Open Forum
- 2:00 Close