



## Desktop Forum Agenda

September 25-28, 2017

**Location:** Magnolia Hotel |818 17th Street |Denver, CO 80202 |303.607.9000

**HDI Program Manager:** Allyson Rollins | Phone: 719-439-9742 | Email:allyson.rollins@ubm.com

**Group Facilitator:** Roy Atkinson | Phone: 207-664-9329 | Email: Roy.Atkinson@ubm.com

**Please Bring:** Any necessary information related to the topics on the agenda

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### Monday September 25

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#### Arrival Day

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5:00 pm – 7:00 pm	<b>Registration:</b> Take a moment to check in, pick up your name badge, meeting materials, sign a photo release and get your Rockies ticket if applicable.	LL outside The Magnolia Lounge
6:30 pm – 8:00 pm	<b>Meet and Greet:</b> Come join your peers for an informal gathering over appetizers and drinks.	The Magnolia Lounge

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### Tuesday September 26

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7:30 am – 8:30 am	<b>Registration:</b> Take a moment to check in, pick up your name badge, meeting materials, sign a photo release and get your Rockies ticket if applicable.	LL outside The Magnolia Lounge
7:45 am – 8:30 am	<b>Breakfast</b>	The Magnolia Ballroom
8:30 am – 9:00 am	<b>HDI Welcome and Ice Breaker Activity</b> – presented by Allyson Rollins, Program Manager	The Magnolia Ballroom
9:00 am – 9:15 am	<b>Travel to Coors Field for our Discussion and Site Tour</b>	
9:15 am – 10:30 am	<b>Coors Field Technology Team panel discussion:</b> This an opportunity to ask questions of some of the Coors field IT department employees. What technology is behind the game, merchandise, ticket sales and food outlets? What is their disaster recovery plan? What tools do they use? How do the train the IT employees?	Enter at Gate C to Conference Room # 2
10:30 am – 11:30 am	<b>Coors Field Tour</b>	Coors Field

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11:30 am – 11:45 am	<b>Travel back to the Magnolia Hotel</b>	
11:45 am – 12:45 pm	<b>Lunch</b>	The Magnolia Ballroom
12:45 pm – 1:00 pm	<b>Introductions:</b> At your table please take some time to introduce yourself and share where you work.	The Magnolia Ballroom
1:00 pm – 4:15 pm	<p><b>THE FUTURE OF IT SUPPORT presented by Kevin Crowe, Executive VP of Strategy from Long View Systems.</b> This is a Brainstorm / Pain Storming workshop. A few questions and discussion ideas for the session:</p> <ul style="list-style-type: none"> <li>* What is IT going to look like in 3-5 years?</li> <li>* How can we shape the future and execute on that?</li> <li>* What is near term, can we make those improvements now?</li> <li>* Use of artificial intelligence, robots</li> <li>* Use of machine learning/deep learning</li> <li>* Automation of Service Requests</li> <li>* Automation of incident resolution (from alert to self-healing, self-fixes)</li> <li>* Automation of major incident declaration</li> </ul> <p>* <b>Break when convenient</b></p>	<p>The Magnolia Ballroom</p> <p>Multi Group Session</p>
4:15 pm – 4:40 pm	<b>Free Time</b>	
4:40 pm – 5:00 pm	<p><b>Meet in the hotel lobby to travel to Coors Field.</b> There will be a shuttle on a continuous loop from the hotel to Coors Field.</p>	
5:00 pm – 6:30 pm	<p><b>Pregame Picnic and Networking</b> There will be a shuttle on a continuous loop from the hotel to Coors Field.</p>	Platte River Picnic Area
6:30 pm – 9:30 pm	<p><b>Colorado Rockies Game</b> There will be a shuttle on a continuous loop from the hotel to Coors Field. Until 9:45 pm.</p>	Section 316

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**Wednesday September 27, 2017**

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7:30 am – 8:00 am	Breakfast	The Magnolia Ballroom
8:00 am – 9:00 am	<b>Speed Circuit Discussions:</b> The main topic is <b>Self- Service</b> . We will have 8-10 tables with topics that relate to self-service. During this hour you will have the opportunity to network and talk with all attendees by visiting each table discussing each topic as it relates to self- service. This has been and attendee favorite for the past year.	The Magnolia Ballroom
9:00 am – 10:30 am	<b>Discussion: Hiring practices -</b> Who interviews? Hiring Practices? What process do you follow? Do you have interview scorecard? How do you evaluate the candidate? What type of interview questions do you ask? What do you look for and how do you get it? What is HR involvement? What are your standard questions and interviewing?	Champa
10:30 am – 10:45 am	<b>Break</b>	Library Area
10:45 am - 12:00 pm	<b>Discussion: Security and compliance</b> -How involved is Desktop in security and compliance? How do you set policies, what do you do with problems? When does it fall in Desktop’s laps, what is your procedure if you see something outside of guidelines and polices.	Champa
12:00 pm – 1:00 pm	<b>Lunch</b>	The Magnolia Ballroom
1:00 pm – 3:30 pm	<b>SME Session / Workshop: Jeff Rumburg – The CSI Imperative!</b>  The advent of Chief Service Officers and Chief Improvement Officers offer telling clues about why some support organizations succeed at institutionalizing continual service improvement while most others fail. For these pioneering companies, CSI is not a mere	Larimer / Champa  Multi Group Session

slogan, project or program, but rather a core discipline that is carefully developed, nurtured, and managed over time.

In this presentation, Mr. Rumburg, who has been retained as an IT service and support expert by some of the world’s largest corporations, will present case studies of support organizations that have successfully built a culture and discipline of continual service improvement. Additionally, he will provide a sample CSI timeline and an empirical model for Continual Service Improvement.

Attendees will learn about the core discipline of CSI, the role of chief service and chief improvement officers, common pitfalls of implementing CSI, and the five success factors for effective CSI.

\* **Break when convenient**

3:30 pm – 4:30 pm	<b>Discussion: “Global Playbook”</b> – how do you make processes consistent across the team? Globally too?	Champa
4:30 pm – 5:00 pm	<b>Facilitated Open Discussion / Parking Lot:</b> This is an opportunity for open discussion regarding challenges faced, successes experienced, tools, AI, RFPs, etc. Take this time to ask questions of your peers, share ideas or generate topics that are not mentioned on the agenda. What are some current issues faced by IT Support Services that you would like to discuss? Use your post it notes to capture your thoughts throughout the day not pertaining to the agenda items. Utilizing the parking lot area in the meeting room, stick your topic, idea or question in the designated area to be discussed at this time during the day.	Champa
5:00 pm – 5:15 pm	<b>Break</b>	
5:15 pm – 5:30 pm	<b>Meet in the hotel lobby and walk to LIME</b>	
5:30 pm – 6:30 pm	<b>Group Happy Hour and Networking Reception</b>	Lime
6:45 pm or 7:00 pm	<b>Dutch dinner reservations</b> – be sure to sign up for one at the registration table.	

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**Thursday September 28, 2017**

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7:45 am – 8:30 am	Breakfast	The Magnolia Lounge
8:30 am – 9:00 am	<b>Celebrate Successes or Share Challenges</b> - What initiatives do you support or have you implemented? Perhaps your challenges are more apparent, you can share your biggest challenge instead.	Champa
9:00 am – 10:00 am	<b>Roundtable Discussion:</b> Customer Service Week how do you support this within your company and within your department?	Champa
10:00 am – 10:15 am	<b>Break</b>	Library Area
10:15 am – 11:00 am	<b>The One Thing:</b> This is an opportunity to share what your key take aways are from the meeting. What will you take back to your organization and begin to implement?	Champa
11:00 am - 12:00 pm	<b>Future Topics Discussion:</b> this session will be facilitated by Roy. The purpose is to gather information regarding the effectiveness of this Forum group, specifically how can we develop the future meetings and program content from your perspective. What categories are important: people, technology, process, professional development? <b>Bring all your ideas with you.</b> Roy will work with Allyson Rollins and your steering team to build the next agenda based on your feedback. – <b>Volunteers needed to meet with Allyson and Roy 1 X per month for the 2018 Desktop Steering Team.</b>	Champa
12:00 pm	<b>Desktop Forum Concludes:</b> Be sure Take your Forum surveys and post any information to HDIConnect group site.	