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2019 Customer-Partner Conference Agenda

Early Bird Sessions Monday September 30th, 2019

Time	Event	Location
9:00 am- 12:00 pm	Session 1: POB's new Restful API Payton Regan, Technical Team WNA	Breakout Room 1
9:00 am- 12:00 pm	Session 2: POB's New 1.10 Interfaces Stephen Goertzen, Technical Team WNA	Breakout Room 2
12:00 pm- 1:00 pm	Lunch	
1:00 pm- 4:00 pm	Session 1: KPI Explorers and Overviews Payton Regan, Technical Team WNA	Breakout Room 1
1:00 pm- 4:00 pm	Session 2: Kanban in POB 1.10 Stephen Goertzen, Technical Team WNA	Breakout Room 2
4:00 pm- 5:00 pm	Questions and further lab help Stephen Goertzen, Payton Regan, Scott Barton	Breakout Room 1
	Dinner is on your own tonight	

2019 Customer-Partner Conference Agenda

Tuesday October 1st, 2019

Time	Event	Location
8:00 am- 9:00 am	Breakfast	
9:00 am- 9:45 am	Conference 2019 Kick Off Introductions, Conference general information, Theme introduction—Kevin Goertzen, CEO, WNA	Main Session Room
9:45 am- 10:45 am	How to run a successful Service Desk Mark Crutchfield, Armed Forces Bank	Main Session Room
10:45 am- 11:00 am	Break	
11:00 am- 12:00 pm	Chatbot and voice technologies Session time: 1 hour—Stephen Goertzen, Track- POB Admin/User Overview: Chatbot and voice technologies—a high level technical overview and configuration.	Breakout Room 1
11:00 am- 12:00 pm	How to make POB simple to meet your needs Session time: 1 hour—Scott Barton, Track- POB Admin/User Overview: <ul style="list-style-type: none"> • Getting rid of the clutter that is never used • Setting up effective Case type settings • Organize windows for your companies workflow • Putting work in one place 	Breakout Room 2
11:00 am- 12:00 pm	Kanban practical uses within the IT organization Session time: 1 hour—Kevin Goertzen, Track-Manager	Main Session Room
12:00 pm- 1:00 pm	Lunch	
1:00 pm- 2:30 pm	What is POB G-6? Much More Than Just ITSM Session time 1.5 hours—Kevin Goertzen, Track-Manager Overview: This session will address these questions and more: <ol style="list-style-type: none"> 1) What did the developers have in mind when they developed G6? 2) What can POB “solve/cure” from A-Z? 3) What would be the “typical” order of implementation of Modules? 4) And what does each added module address/meet? 5) What is the “whole picture”/coherence of G6 	Main Session Room

2019 Customer-Partner Conference Agenda

Tuesday October 1st, 2019 (continued)

Time	Event	Location
1:00 pm- 1:45 pm	POB Performance Session time: 45 minutes—Scott Barton Track- POB Admin/User Overview: <ul style="list-style-type: none">• SQL Indexing• PQL/SQL query optimization• VM awareness and tuning• POB DB Max hits restriction• Simple theme• Trigger utilization report (v10)	Breakout Room 1
1:00 pm- 1:45 pm	Leveraging Custom Entities in POB Session time: 45 minutes—Stephen Goertzen Track- POB Admin/User Overview: Leveraging custom entities in POB to build a needed organization application	Breakout Room 2
1:45 pm- 2:30 pm	Go In Style Session time: 45 minutes—Payton Regan Track- POB Admin/User Overview: There are many ways to style the POB web interface using CSS. This session will look at CSS from a high level and explain how CSS files are utilized and processed within the POB web interfaces.	Breakout Room 1
1:45 pm- 2:30 pm	Nifty POB Features Session time: 45 minutes—Scott Barton Track- POB Admin/User Overview: <ul style="list-style-type: none">• Outlook Calendar/ Task Sync / New email thread• Remote G6 restart	Breakout Room 2
2:30 pm- 3:30 pm	Designing POB to meet your needs Bobby Lott, UVU	Main Session Room
3:30 pm- 4:00 pm	Break	

2019 Customer-Partner Conference Agenda

Tuesday October 1st, 2019 (continued)

Time	Event	Location
4:00 pm- 5:00 pm	Add XAML features to your screens Session time: 1 hour—Payton Regan Track- POB Admin/User Overview: <ul style="list-style-type: none">• Add color changes through triggers• Add triggers to hide and show items based on screen values	Breakout Room 1
4:00 pm- 5:00 pm	POB G6 1.10 Web Interfaces Session time: 1 hour—Kevin Goertzen, Track- Manager Overview: Come see how the new POB Web Interface can better enable your staff to see and complete their work.	Main Session Room
4:00 pm- 5:00 pm	Setting up PCM to work from Cases Session time: 1 hour—Stephen Goertzen Track- POB Admin/User Overview: <ul style="list-style-type: none">• Overview of PCM and its use for workflow implementation• How to implement a case driven PCM workflow• New interface capabilities for this work• Client setup to do case driven workflows	Breakout Room 2
5:00 pm- 6:00 pm	Free time	
6:00 pm- 8:30 pm	Dinner and Entertainment	Zermatt

2019 Customer-Partner Conference Agenda

Wednesday October 2nd, 2019

Time	Event	Location
8:00 am- 9:00 am	Breakfast	
9:00 am- 9:05 am	Morning welcome Kevin Goertzen	Main Session Room
9:05 am- 10:30 am	ITIL V4- Introduction to ITIL V4 Barry Brown, Pink Elephant Overview: What is different about V4 versus previous versions. What does this mean for ITSM as far as to change? What should organizations be worried about with this new version, i.e., what is the focus of the change? How do other methodologies fit into ITIL V4, i.e., DevOps, Lean, etc.?	Main Session Room
10:30 am- 10:45 am	Break	
11:00 am- 12:00 pm	Slack and MS Integration Session time: 1 hour—Payton Regan Track- POB Admin/User Overview: Payton will demonstrate the new integration features of MS or Slack	Breakout Room 1
11:00 am- 12:00 pm	Those hidden features Session time: 1 hour, Scott Barton, Track- Manager Overview: There are many features in POB that are not often used, mostly because users don't know they are there. This session will focus on unveiling some of those hidden gems.	Main Session Room
12:00 pm- 1:00 pm	Lunch	
1:00 pm- 1:45 pm	Chatbot Technologies Session time: 45 minutes, Stephen Goertzen Track- Manager Overview: Chatbot and voice technologies—does it have a place in Service Management?	Breakout Room 2

2019 Customer-Partner Conference Agenda

Wednesday October 2nd, 2019 (continued)

Time	Event	Location
1:00 pm- 1:45 pm	How does ITIL V4 impact the people in the trenches Session time: 45 minutes, Barry Brown, Pink Elephant Track- POB Admin/User Overview: How will ITIL V4 impact IT operations? What will change for the person in the trenches on a day to day basis?	Main Session Room
1:45 pm- 2:30 pm	POB Kanbans Session time: 45 minutes, Payton Regan Track- POB Admin/User Overview: This session will focus on some of the features and configuration capability of the Kanban charts.	Breakout Room 1
1:45 pm- 2:30 pm	What should management be concerned about from an ITIL V4 perspective Session time: 45 minutes, Barry Brown, Pink Elephant Track- Manager	Main Session Room
2:30 pm- 3:00 pm	Adjourn for the Day	
3:00 pm- 9:00 pm	Deer Creek for Activities, Dinner and Entertainment	Deer Creek Reservoir

2019 Customer-Partner Conference Agenda

Thursday October 3rd, 2019

Time	Event	Location
8:00 am- 9:00 am	Breakfast	
9:00 am- 9:45 am	Intro to Markley and how they use POB Tom Gavin, Markley Group	Main Session Room
9:45 am- 10:30 am	Intro to eRad and how they use POB eRad Team	Main Session Room
10:30 am- 10:45 am	Break	
10:45 am- 11:45 am	POB Cards Session time: 1 hour—Stephen Goertzen Track- POB Admin/User Overview: A high level look at how card lists can be utilized within POB	Breakout Room 1
10:45 am- 11:45 am	How does AI technology fit into Service Management and how can POB be leveraged to utilize AI Session time: 1 hour—Kevin Goertzen/Chris Skillings Track- Manager Overview: Artificial Intelligence seems to be one of the new buzz words. This session will look at how POB can be utilized from a business perspective coupled with AI to help increase the profitability of your organization.	Main Session Room
10:45 am- 11:45 am	Web POB Dashboards with Kendo Charts and Features and web reports Session time: 1 hour—Payton Regan/ Hege Moberget Track- Manager	Breakout Room 2
12:00 pm- 1:00 pm	Lunch	
1:00 pm- 1:45 pm	The many ways CHNCT is utilizing POB. Getting the most out of your investment James Crespo/Alison Miller Crowe, CHNCT	Main Session Room
1:45 pm- 2:15 pm	Conference Wrap Up/Questions and Answers	Main Session Room