

2011 Signature User Group Conference Agenda

TIME	EVENT	PRESENTER
Sunday, March 6, 2011		
9:30 - 11:00 a.m.	Executive Committee Meeting (Fantasia E)	Exec Committee
11:00 - 5:30 p.m.	Registration (East Registration Desk)	
2:30 - 3:00 p.m.	Product Management Committee Meeting (Fantasia A & B)	Doris Hannan
2:30 - 4:30 p.m.	International Meeting (Fantasia F)	Sharon Powell
3:00 - 4:30 p.m.	Product Networking Meetings	
	Deposits (Nutcracker 3)	Melinda Jordan
	Lending (Nutcracker 1)	Judy Rutledge
	Branch Services (Nutcracker 2)	Julie Ahmann
	Self Services (Fantasia A & B)	Doris Hannan
	Risk & Business Intelligence (Fantasia C & D)	Sean Profitt
	Architecture (Fantasia E)	Theresa Casias
5:00 - 7:00 p.m.	Bank Logo User Group Meet and Greet Reception (Marina)	Maureen Fink

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TIME	EVENT			PRESENTER
Monday, March 7, 2011				
7:30 - 4:30 p.m.	Registration (East Registration Desk)			
8:00 - 8:30 a.m.	Continental Breakfast (Fantasia Lobby)			Maureen Fink
8:30 - 8:45 a.m.	Welcome (Fantasia G)			Brian Fisher
8:45 - 9:30 a.m.	Fiserv Update (Fantasia G)			Santi/Macaluso
9:30 - 10:45 a.m.	Break (Vendor Showcase - Fantasia H & J)			Maureen Fink
9:30 - 3:00 p.m. 4:15 - 6:00 p.m.	Vendor Showcase (Fantasia H & J)			Maureen Fink
BREAKOUT SESSIONS				
10:45 - Noon	Life after Reg E (Deposits) <i>Nutcracker 3</i>	Bringing Single Customer Focus to View (Architecture) <i>Fantasia A & B</i>	Branch Services Roundtable I & Fiserv Update (Branch Services) <i>Nutcracker 2</i>	Product Mgrs
	Loan Roundtable I & Fiserv Update (Loans) <i>Nutcracker 1</i>	Building Analytical Tools to Help Manage Risk (Risk & BI) <i>Fantasia C & D</i>	CIF Tips and Tricks (International) <i>Fantasia E & F</i>	Product Mgrs
12:00 - 1:30 p.m.	New Attendee Lunch--Exec Committee & Product Chairs (Fantasia K & L)			Amy Drake
12:00 - 1:30 p.m.	Lunch (Fantasia H & J)			Maureen Fink
1:30 - 2:30 p.m.	Compliance, Audits & Regs, Oh My! How to Navigate a Changing Regulatory Landscape and Reach Your "Oz" - Fantasia G			David Peterson
2:30 - 3:00 p.m.	Break (Vendor Showcase - Fantasia H & J)			Maureen Fink
BREAKOUT SESSIONS				
3:00 - 4:15 p.m.	Deposit Roundtable I & Fiserv Update <i>Nutcracker 3</i>	Source Capture Optimization (Self Services) <i>Fantasia A & B</i>	Best Practices on Release Updates and Installation (Branch Services) <i>Nutcracker 2</i>	Product Mgrs
	Commercial Revolving Line Functionality (Loan) <i>Nutcracker 1</i>	Risk & Business Intelligence Roundtable & Fiserv Update (Risk & BI) <i>Fantasia C & D</i>	Kiosks as a Revenue Earning Channel (International) <i>Fantasia E & F</i>	Product Mgrs
4:15 - 6:00 p.m.	Vendor & Networking Reception - iPad Giveaway (Fantasia H & J)			Maureen Fink

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TIME	EVENT			PRESENTER
Tuesday, March 8, 2011				
8:00 - 8:30 a.m.	Continental Breakfast (Vendor Showcase - Fantasia H & J)			Maureen Fink
8:00 - 2:00 p.m.	Vendor Showcase (Fantasia H & J)			Maureen Fink
8:30 - 10:00 a.m.	Best Practices Presentations & Voting/User Group Business Mtg (Fantasia G)			Fisher/Reed
10:00 - 10:30 a.m.	Break (Vendor Showcase - Fantasia H & J)			Maureen Fink
BREAKOUT SESSIONS				
10:30 - 11:45	Increasing Revenue Through Rewards Programs <i>Nutcracker 3</i>	Self Services Roundtable (Self Services) <i>Fantasia A & B</i>	Desktop Teller & Sales (Branch Services) <i>Nutcracker 2</i>	Product Mgrs
	Loan Compliance Update (Loan) <i>Nutcracker 1</i>	Architecture Roundtable I & Fiserv Update (Architecture) <i>Fantasia C & D</i>	CIF Compression (International) <i>Fantasia E & F</i>	Product Mgrs
11:45 - 1:15 p.m.	"Birds of a Feather" Lunch (Vendor Showcase - Fantasia H & J)			Julie Ahmann
11:45 - 1:15 p.m.	Executive Committee & Fiserv Mgmt Lunch (CR Boardroom)			Dave Reed
BREAKOUT SESSIONS				
1:15 - 2:30 p.m.	Deposit Compliance Update <i>Nutcracker 3</i>	Online Channel Optimization Means Intuitive, Integrated Personal Finance Management (Self Services) <i>Fantasia A & B</i>	Branch Services Roundtable II (Branch Services) <i>Nutcracker 2</i>	Product Mgrs
	How to Manage Loan Data (Loan) <i>Nutcracker 1</i>	Architecture Roundtable II (Architecture) <i>Fantasia C & D</i>	GL in Release 9.0 (International) <i>Fantasia E & F</i>	Product Mgrs
2:30 - 2:45 p.m.	Break (Fantasia Lobby)			Maureen Fink
BREAKOUT SESSIONS				
2:45 - 4:00 p.m.	Deposit Roundtable II <i>Nutcracker 3</i>	Maximizing Customer Opportunities with Aperio (Self Services) <i>Fantasia A & B</i>	Utilizing Fiserv as Support for Business Continuity (Architecture) <i>Nutcracker 2</i>	Product Mgrs
	Loan Roundtable II (Loan) <i>Nutcracker 1</i>	Managing Payment Fraud (Risk & BI) <i>Fantasia C & D</i>	International Enhancement Recommendations (International) <i>Fantasia E & F</i>	Product Mgrs
5:30 - 9:30 p.m.	Clementine Beach Party (Westside Bus Pickup)			Maureen Fink

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TIME	EVENT		PRESENTER
Wednesday, March 9, 2011			
8:00 - 8:30 a.m.	Continental Breakfast (Fantasia Lobby)		Maureen Fink
8:30 - 8:45 a.m.	Best Practices Awards and Giveaways (Fantasia G)		Maureen Fink
8:45 - 9:30 a.m.	Top 7 Ways to Drive Your Best Customers Away (Fantasia G)		David Peterson
9:30 - 2:30 p.m.	Strategic Direction Committee Meeting (CR Boardroom)		Larry Kallembach
9:30 - 9:45 a.m.	Break (Nutcracker Lobby)		
9:45 - 10:45 a.m.	Relationship Pricing Workshop (Fiserv Signature) <i>Nutcracker 1</i>	New Industry Solution Hubs (IBM) <i>Fantasia C & D</i>	Maureen Fink
	Improve Your Image to the Client with DocPlus (Fiserv) <i>Nutcracker 3</i>	User Friendly Financial Websites (HeathWallace) <i>Nutcracker 2</i>	Maureen Fink
10:45 - 11:00 a.m.	Break (Nutcracker Lobby)		
11:00 - Noon	Preparing for Signature UI (Fiserv Signature) <i>Nutcracker 1</i>	Maintaining Financial Control through Automated Reconciliation Processes (Fiserv) <i>Fantasia C & D</i>	Maureen Fink
	Same-Day ACH: What's Next? (Federal Reserve) <i>Nutcracker 3</i>	INFO-ACCESS & INFO-CATURE (Proformance) <i>Nutcracker 2</i>	Maureen Fink
1:00 - 2:00 p.m.	International Meeting (Fantasia E & F)		Sharon Powell