

Issuetrak User Conference Schedule

October 10th and 11th at the Waterside Marriott in Norfolk, VA

TIME	Wednesday October 10 th	Thursday October 11 th
7:45 - 8:45	Registration, Breakfast and Networking	Breakfast and Networking (begins at 8 a.m.)
8:45 - 9:00	Welcome and Agenda Overview Sarah Spangler	Break
9:00 - 9:45	CEO Keynote and Product Direction Hank Luhring	Issuetrak Customer Panel
9:45 - 10:00	Break	Break
10:00 - 10:45	Now You See It, Now You Don't: <i>Controlling Issue Visibility</i> Paul Harris & Sarah Spangler	Mastering the Fundamentals of Issuetrak Reporting Rusty Luhring & Paul Harris
10:45 - 11:00	Break	Break
11:00 - 11:45	Issuetrak Security and Best Practices for Securing Your Issuetrak Site Dan Flowers	Improving Process Management with Enhanced Automation Mike Wright & Ashley Frame
11:45 - 1:00	Lunch	Lunch
1:00 - 1:45	How to Maximize Your Issuetrak Investment Across Your Organization Sarah Spangler & Dana Haddon	"Why Am I Getting So Many Emails?" Implement Email Controls Now! Heather Lancaster & Paul Harris
1:45 - 2:00	Break	Break
2:00 - 2:45	Adding a New Usage: <i>Best Practices for Expanding Issuetrak</i> Mike Wright, Paul Harris & Tony Lovelace	Integrations Using the Issuetrak API Dan Luhring & Hank Luhring
2:45 - 3:00	Break	Closing Remarks
3:00 - 3:45	Tasks and Workflows: <i>The Key to Success Is PLANNING!</i> Mike Wright & Paul Harris	
3:45 - 4:00	Break	
4:00 - 4:45	Tackling IT Management Headaches with Issuetrak Noel Lucas & Dan Flowers	
4:45 - 5:00	Break	
5:00 - 6:00	Happy Hour at Norfolk Waterside Marriott	