Monday, April 8

7:30 - 9:00 Dessert Reception (Oceanview Terrace)

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Tuesday, April 9

8:00 Breakfast (Cape Neddick Foyer)

9:00 Welcome & Introductions - Greg Oxton, Consortium

9:30 Overview of the Consortium’s Work - Matt Seaman, Consortium
  ● The Five Initiatives

10:15 Break

10:30 Intelligent Swarming Framework - Greg Oxton, Consortium and Carla Verwijs, TellTales Consulting Group

11:00 Emerging Digital Automation in Services - Matt Seaman, Consortium

11:15 Automation as an Enabler at Cisco - Koree Mires, Cisco

12:00 Lunch (Nubb’s)

Breakouts

<table>
<thead>
<tr>
<th>Time</th>
<th>Lobstah (Cape Neddick A)</th>
<th>Chowdah (Cape Neddick B/C)</th>
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</thead>
<tbody>
<tr>
<td>1:30</td>
<td>Using machine learning and KCS to evolve the right products, processes, and content.  - Greg Taylor and Heidi Wagstaff, Blizzard</td>
<td>Blending content strategy and KCS: The future of content, optimized for both humans and machines, blends the best of Content Strategy and Knowledge Management into a unified approach aligned to consumer intent. - Sara Feldman, Mindtouch</td>
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<td>2:15</td>
<td>Break</td>
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<tr>
<td>2:30</td>
<td>Augmented human intelligence and Predictive Customer Engagement: Amplification of human intelligence through automation and AI are going to create a new type of experience for employees and customers. - Dan Nowitz, PTC</td>
<td>KCS is Agile for knowledge management. Deploying Agile for the across the enterprise. - Stephenie Gloden, Fidelity</td>
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3:15  Break

3:30  Using a predictive model to detect which customers are on a dissatisfying journey in order to take proactive action. - David Bohl, Dell EMC
      Sustaining a KCS program with KDEs and Coaching. - Monique Cadena, Akamai

4:15  Adjourn

6:00  Reception & Group Dinner (Atlantic Ballroom)

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**Wednesday, April 10**

8:00  Breakfast (Cape Nedrick Foyer)

9:00  Open Space Set Up (Hartwig Theatre) - Kelly Murray, Consortium
      Open Space is a facilitation technique that capitalizes on the collective experience and intellectual capabilities of those present. It is a very effective method for problem-solving or defining opportunities when the outcome is not known. Bring your challenges and opportunities!

9:45  Open Space Session One
      Sessions will take place in Cape Nedick A, Cape Nedick B, Cape Nedick C, Hartwig Theater, York Harbor North, York Harbor South

10:45 Break (Cape Nedrick Foyer)

11:00 Open Space Session Two

12:00 Lunch (Nubb’s)

1:30  Reconvene in Theater (Hartwig Theater)

1:45  Open Space Session Three

2:45  Break (Cape Nedrick Foyer)

3:00  Open Space Session Four

4:00  Open Space Debrief/Reception (Cape Nedrick A)

4:45  Adjourn
Thursday, April 11

8:00  Breakfast (Cape Neddick Foyer)

9:00  Welcome Back - Melissa George, Consortium

9:15  Communicating the Value of Knowledge: New Demand and Value Models - Arnfinn Austefjord, ServiceNow and Kristin Hunter, AARP

10:15 Break

10:45  Looking Forward: Planning for a Digital World - Matt Seaman, Consortium and Doris Jurisson, DTCC

As people, we interact with information throughout the day in a very dynamic, contextually relevant, and easy to use interface. Yet, the business-focused services industry is still holding on to the traditional models of the past. Services, across all industries, is listed as one of the top ten functions that will be disrupted by technology. Matt Seaman and Doris Jurisson, Executive Director of Business Transformation Office at the Depository Trust & Clearing Corporation, discuss what we need to be thinking about as services leaders so that we are the ones driving the disruption and not being left behind.

11:15  Summary, Key Takeaways, and Wrap Up

12:00  Adjourn