



Agenda

Thursday May 18, 2017 Morning

- 8:00 Breakfast & Networking
- 9:00 Welcome, & Agenda Review - Maha
- 9:15 Keynote Address-
Driving Excellence in Technology and Project Execution by Dan Gordon, Chief Operating Officer, City of Atlanta and Samir Saini CIO City of Atlanta
- 10:30 Break
- 11:00 Attendee Introductions & housekeeping - Debra Folk
- 11:15 Building for the Future – A Strategic Overview of BOSS by Maha
- 12:00 Lunch

Thursday May 18, 2017 Afternoon

- 1:00 Meeting the demands of tomorrow –Introduction and Road Map for BOSS Products by Vishu
- 2:00 Breakout Sessions 1
 - BOSS Support Central – BOSS Support Central 4.0 Part 1 by Kris
 - BOSSDesk- Discussion of features and capabilities by Vishu
- 2:45 Break
- 3:00 Breakout Sessions 2
 - BOSS Support Central – BOSS Support Central 4.0 Part 2 by Kris
 - BOSSDesk -Tips tricks and remote tools by Vishu
- 4:00 Mobile Applications for BOSS products by Chris
- 5:00 Close

Friday May 19, 2017 Morning

- 8:00 Breakfast & Networking
- 9:00 BOSS811- An Update on One Call Ticket Management by Vishu
- 9:45 Success Stories – Debra Folk & Customers
- 10:45 Break
- 11:00 Beyond IT- BOSS Applications outside IT, by Kris
- 11:30 Creating a Perfect IT Environment- Eric McVey with Tier 4
- 12:00 Lunch

Friday May 19, 2017 Afternoon

- 1:00 Breakout Session 3
 - BOSS Support Central – Custom Forms & Reporting by Ganesh
 - BOSSDesk- Service Catalogs by Vishu
- 1:45 Best Practices in Service Management by Vishu
- 2:30 Closing address by Maha, survey and prize drawing
- 3:00 Close

Atlanta Marriott Buckhead Hotel & Conference Center

Address: 3405 Lenox Road NE • Atlanta GA 30326 • Tel +1-404-261-9250

Hotel website: <http://www.marriott.com/hotels/travel/atlbc-atlanta-marriott-buckhead-hotel-and-conference-center/?app=resvlink>



Arriving at Hartsfield-Jackson Atlanta International Airport - ATL

- Hotel is in Buckhead Atlanta which is 17 miles North of the Airport
- This hotel does not provide shuttle service, and estimated taxi fare is \$40 (one way)
- However by MARTA, the Atlanta subway service, the fee is only \$2.50 (one way) and the Lenox Marta station is only 3 blocks from the hotel

Driving to the Hotel

- For those driving, directions can be found on the hotel website at <http://www.marriott.com/hotels/maps/travel/atlbc-atlanta-marriott-buckhead-hotel-and-conference-center/#directions>.
- Note: A section of I85 north of the city of Atlanta is temporary closed in both directions and if driving you will have to find alternative routes to avoid long delays.
- Self-parking at the hotel is included in your fee. Bring your ticket to the conference to get it validated. Valet parking is not included.

Other Essential Details

- Full buffet breakfast is complimentary and is served in the main hotel dining room starting at 8:00. Ask to be seated in the BOSS Solutions area.
- A light continental breakfast will also be available outside the meeting room starting at 8:00 each day
- The conference will be located in the Chastain Room which is on the Terrace level of the hotel
- Other details, including the special of Thursday night event will be presented at the meeting
- The meeting will start at 9:00
- Looking forward to seeing you next week