

	Room 1	Room 2	Room 3	Room 4	Room 5	Room 6	Room 7	Room 8	
M o n d a y	8:30 - 9:30	Welcome from Host City & Helix							
	9:45 - 10:45	Setting Up e-Pledge for your public website -- Web Notes & Options <small>Trish Bordeaux</small>	Data Mining Basics Hands on Lab <small>Dorianne Vogt & Randy Rivault & Laurel Hoehne</small>	Intro to Campaign <small>Chris Smyth</small>	Patriot Act Compliance Tracking <small>Sabra Williams & Caroline Roseberry</small>	What is CRM <small>Real Bedard</small>	Intro to Finance <small>Kathy Downing</small>	CMS - Overview <small>Eric Crammond</small>	Demo - Content Mgmt <small>Robin Maiville</small>
	11:00 - 12:00	Setting Up e-Pledge for a workplace campaign -- Web Notes & Options <small>Trish Bordeaux</small>	Data Mining Basics Hands on Lab (cont.) <small>Dorianne Vogt & Randy Rivault & Laurel Hoehne</small>	Campaign Goals & Projections <small>Chris Smyth</small>	Secure Remote Access <small>AdagioIT.com</small>	CRM - Executive Level <small>Real Bedard</small>	Finance - Processing paper pledge forms <small>Kathy Downing</small>	CMS - e-Mail Marketing Tool <small>Eric Crammond</small>	Demo - MIG <small>Robin Maiville</small>
	12:00 - 1:30	Lunch							
	1:30 - 2:30	MIG - General Features <small>Trish Bordeaux</small>	Advanced Data Mining (including SQL) <small>Patty Sperry & Jim Mead</small>	Intro to Campaign Reporting <small>Chris Smyth</small>	Software Distribution Techniques <small>AdagioIT.com</small>	CRM - A Detailed Look at what Andar can do for you <small>Real Bedard</small>	PCI DSS Compliance <small>Special Session with Michael Baccala, Principal, PwC</small>	CMS - Managing Subscriptions <small>Eric Crammond</small>	Demo - iAttend <small>Robin Maiville</small>
	2:45 - 3:45	MIG Prospects, Plans, Communications and Surveys) <small>Trish Bordeaux</small>	Advanced Data Mining (including SQL) (cont.) <small>Patty Sperry & Jim Mead</small>	Intro to Campaign Reporting (cont) <small>Chris Smyth</small>	Disaster Recovery Using VMWare <small>AdagioIT.com</small>	CRM - A Detailed Look at what Andar can do for you (cont.) <small>Real Bedard</small>	Credit Card / ACH module <small>Tom Crispo</small>	CMS - Web Portlets & PURLs <small>Eric Crammond</small>	Demo - Outlook Connector <small>Robin Maiville</small>
	4:00 - 5:00	Andar Standards & Protocols <small>Trish Bordeaux</small>	Advanced Data Mining (including SQL) (cont.) <small>Patty Sperry & Jim Mead</small>	Using Andar for DB II <small>Chris Smyth</small>	RD Leadership Best Practices <small>Emily Kimmey</small>	e-Community Style Sheets <small>Real Bedard</small>	Standard-M (OoA Processing) <small>Sally Hickland</small>	RESERVED FOR CUSTOMER WHO HAS IMPLEMENTED <small>Eric Crammond</small>	Demo - e-Pledge <small>Robin Maiville</small>
	6:30 - ?	UPIC Sponsored Happy Hour							

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T u e s d a y	8:30 - 9:30	Questions and Answers with Helix -- Questions must be submitted online by 4:00 Monday Moderated by Mike Cabat							
	9:45 - 10:45	CB Account Profiles <small>Trish Bordeaux</small>	Dashboard/Bio Tabs <small>Kathy Downing</small>	Andar Connector <small>Chris Smyth</small>	Technology Planning <small>Linda Widdop (NPOWER)</small>	Communications Log & Outlook Connector <small>Real Bedard</small>	Finance Reports/Best Practices <small>Socci Petty & Dianne Whitney-Diane</small>	CMS - Run Your Public Web Site <small>Eric Crammond</small>	Communications Logs/Plans <small>Robin Maiville</small>
	11:00 - 12:00	CB Trees, Reports & Worksheets <small>Trish Bordeaux</small>	Andar Connector Hands on Lab <small>Laurel Hoehne</small>	Campaign Rollover & Cutoff Dates <small>Chris Smyth</small>	Disaster Recovery Planning <small>Linda Widdop (NPOWER)</small>	Helix Roundtable CRM Discussion <small>Real Bedard</small>	DC Contract Parameters <small>Tom Crispo</small>	CMS - How to Tie in Web Components <small>Eric Crammond</small>	Event Management <small>Robin Maiville</small>
	12:00 - 1:30	Lunch & Wii Olympics sponsored by CDW							
	1:30 - 2:30	CB Dashboard/Profiles for Community Impact Best Practices <small>Trish Bordeaux</small>	Setting up Mailing Lists - Hands on Lab <small>Kathy Downing</small>	MIG Training for Campaigners <small>Chris Smyth</small>	Running SQL in VMWare <small>Meredith Piddington & Mike Putzakulish (VMWare)</small>	CRM - New Features in 2010 <small>Real Bedard</small>	DC Master Accounts & Setup <small>Tom Crispo</small>	Andar Survey <small>Eric Crammond</small>	Executive Plus Demo/Roundtable - 1/2 hour demo and 1/2 hour of how UW's are using this module <small>Robin Maiville</small>
	2:45 - 3:45	CB Packages <small>Trish Bordeaux</small>	Andar Connector Hands on Lab <small>Laurel Hoehne</small>	Leadership Functionality <small>Chris Smyth</small>	SQL Server Performance Monitoring and Tuning <small>Dilip Soni & Sandy Goodrich (VANGUARD)</small>	Communications Log & Outlook Connector <small>Real Bedard</small>	Dealing with OOA Proc / Standard-M Q & A <small>Sally Hickland</small>	Thank You Letters from MIG <small>Eric Crammond</small>	New 'Cool' Items released in 2009 <small>Robin Maiville</small>
	4:00 - 5:00	Setting up e-Pledge for real time Campaign Reports <small>Trish Bordeaux</small>	CB - Data Mining, CB specific uses - Intermediate <small>Patty Sperry</small>	Prospecting (MIG Ref) <small>Chris Smyth</small>	SQL Server Performance Monitoring and Tuning cont. <small>Dilip Soni & Sandy Goodrich (VANGUARD)</small>	CRM - Best Practices <small>Real Bedard</small>	Finance - Processing Accounts Rec <small>Socci Petty & Dianne Whitney-Diane</small>	Andar Survey <small>Eric Crammond</small>	Advanced Users Roundtable (how to make the most of future conferences for Power Users) only for staff with 6 or more years experience <small>Dorianne Vogt</small>
	6:30 - ??	Networking Mixer At Dave and Busters *** Tickets Required ***							

W e d n e s d a y

	Room 1	Room 2	Room 3	Room 4	Room 5	Room 6	Room 7	Room 8
8:30 - 9:30	Panel Discussion: Benefits and Pitfalls of United Ways Collaborating Moderated by Lori Driscoll from PriceWaterhouseCoopers featuring Winston Faircloth, Mike Cabat, Linda Pizzorni, Wayne Meadows, Dorianne Vogt, and Marjo Daum.							
9:45 - 10:45	Setting up e-Pledge for payout reports Trish Bordeaux	Truist and e-Pledge - what are the differences Andrew Woten	ADVANCE CAMPAIGN REPORTING - NEW MONITORING REPORT TRAINING Chris Smyth	Red Flag Compliance <small>Special Session with Howard Homonoff, PWC starting at 10:00</small>	What is CRM Real Bedard	Donor Choice Best Practices Diane Murray	CMS - e-Mail Marketing Tool Eric Crammond	Demo - Content Mgmnt Robin Maiville
11:00 - 12:00	What's new in e-Pledge for 2010 Trish Bordeaux	Metro II, III, IV Roundtable Mike Cabat	ADVANCE CAMPAIGN REPORTING - UW GROUP DISCUSSION Emily Kimmey	Working with Group Policy Objects AdagioIT.com	CRM - Executive Level Real Bedard	Donor Choice Best Practices Diane Murray	CMS - Managing Subscriptions Eric Crammond	Demo - MIG Robin Maiville
12:00 - 1:30	Lunch & Wii Olympics sponsored by CDW							
1:30 - 2:30	Running e-pledge National Campaigns Tom Crispo and Susan DiSantis	METRO II, III, IV CAMPAIGN BEST PRACTICE DISCUSSION Mike Cabat	METRO I CAMPAIGN BEST PRACTICE DISCUSSION Emily Kimmey	Storage Options Steven Rosenbl (Dell)	CRM - A Detailed Look at what Andar can do for you Real Bedard	Enhancing Standard M Reports Sally Hickland	CMS - Web Portlets & PURLs Eric Crammond	Demo - Outlook Connector Robin Maiville
2:45 - 3:45	Truist and e-Pledge - what are the differences Andrew Woten	Metro I Roundtable Emily Kimmey	Setting up Campaign Plans Chris Smyth	Benefits of hosted email (Google Apps and MSFT Business Productivity Suite) Linda Widdop (NPOWER)	CRM - A Detailed Look at what Andar can do for you (cont.) Real Bedard	Finance Best Practices Sally Hickland	CMS - Run Your Public Web Site Eric Crammond	Reserved for Community Building Robin Maiville
4:00 - 5:00	e-Pledge Best Practices Susan Disantis			Benefits of Virtualization Linda Widdop (NPOWER)	CRM - New Features for 2010 Real Bedard	Finance Best Practices (cont.) Sally Hickland	CMS - How to Tie in Web Components Eric Crammond	Reserved for Community Building Robin Maiville