

TUESDAY OCTOBER 11, 2011				
12:00 PM – 8:00 PM	Registration Open – Courtyard Reception Area			
4:00 PM – 5:30 PM	Opening General Session			
6:00 PM – 8:00 PM	Reception in Charles View Ballroom			
WEDNESDAY OCTOBER 12, 2011				
7:00 AM – 5:00 PM	Registration Open – Courtyard Reception Area			
7:00 AM – 8:30 AM	Breakfast – Riverside Pavilion			
8:30 AM – 6:00 PM	Collaboratory – Crispus Attucks			
	PRESIDENT'S BALLROOM	WILLIAM DAWE	THOMAS PAINE	MOLLY PITCHER
8:30 AM – 9:30 AM	Keynote			
9:45 AM – 10:45 AM	Lead105 Work Social: Creating an Exceptional Work Experience with IBM Social Collaboration Platform (R1) <i>Jeff Schick</i>	Lead101 Customer Experience Suite: What the Future Holds (R1) <i>Sandesh Bhat</i>	Lead103 IBM Social Business Cloud Strategy (R1) <i>Bethann Cregg</i>	
10:45 AM – 11:15 AM	Break – Crispus Attucks			
11:15 AM – 12:15 PM	Lead101 Customer Experience Suite: What the Future Holds (R2) <i>Sandesh Bhat</i>	Lead105 Work Social: Creating an Exceptional Work Experience with IBM Social Collaboration Platform (R2) <i>Jeff Schick</i>	Lead103 IBM Social Business Cloud Strategy (R2) <i>Bethann Cregg</i>	
12:15 PM – 1:15 PM	Luncheon and Social Circles – Riverside Pavilion			
1:30 PM – 2:30 PM	Lead106 When Users Go Mobile, Business Becomes Social: Mobile Strategy and Roadmap <i>Kevin Cavanaugh, Rob Ingram, Bharti Patel</i>	Lead113 The Hidden Upside of Social <i>Denis Brousseau</i>		Lead119 What's Next with IBM Social Software <i>Suzanne Livingston, David Brooks</i>
2:45 PM – 3:45 PM	Lead120 Social Business Maturity Curve: Customer Success Stories & Best Practices <i>Christopher Crumme</i>	Lead108 Seize the Opportunity (While Managing the Risk) <i>Rene Schimmer, Art Fontaine</i>	Lead116 Social Business Standards: Making Social Work <i>Jason Gary, Angel Diaz</i>	
3:45 PM – 4:15 PM	Break – Crispus Attucks			
4:15 PM – 5:15 PM	Lead121 Get Bold! Creating a Social Business Agenda! <i>Sandy Carter</i>			
5:15 PM – 6:15 PM		Chalk101 Going Mobile with IBM Connections <i>Marty Moore, Jessica Ramirez</i>	Chalk102 Sametime Goes Social! <i>Amy Travis, Ethan Perry</i>	Chalk103 Social PIM Design Exploration <i>Eric Wilcox, Margo Ezekiel</i>
6:30 PM	Busses Leave for Dinner			
7:00 PM – 10:00 PM	Dinner – The Elephant Walk			
THURSDAY, OCTOBER 13, 2011				
7:00 AM – 2:00 PM	Registration Open – Courtyard Reception Area			
7:00 AM – 8:30 AM	Breakfast and Social Circles – Riverside Pavilion			
8:30 AM – 12:00 PM	Collaboratory – Crispus Attucks			
	PRESIDENT'S BALLROOM	WILLIAM DAWE	THOMAS PAINE	MOLLY PITCHER
7:15 AM – 8:15 AM		Chalk101 Going Mobile with IBM Connections <i>Marty Moore, Jessica Ramirez</i>	Chalk102 Sametime Goes Social! <i>Amy Travis, Ethan Perry</i>	Chalk103 Social PIM Design Exploration <i>Eric Wilcox, Margo Ezekiel</i>
8:30 AM – 9:30 AM	Lead102 Messaging and Collaboration Strategy and Roadmap <i>Ed Brill, Jason Dumont</i>	Lead112 Getting to Value: Ensuring Client Success <i>Mark Guerinot</i>	Lead104 The Future of Communications <i>Caleb Barlow, John DelPizzo</i>	Lead111 Customers Come First: Leading the Way with the IBM Customer Experience Suite <i>Jason Cornell</i>
9:45 AM – 10:45 AM	Lead107 Social Analytics: Putting the Science into Social Business <i>Mark Heid</i>	Lead114 Transforming your Workforce with Social Business <i>Chris Lamb</i>	Lead117 IBM Panel Discussion: Becoming a Social Business in the Cloud <i>Moderator: Brendan Crotty</i> <i>Panelist: IBM Executive Team</i>	Lead110 Social Business Research: How to Get Your Hands On It! <i>Dan Gruen</i>
11:00 AM – 12:00 PM		Lead115 Got Domino Apps? We've Got a Plan for That! <i>Phillip Riand, Maureen Leland, Pete Janzen</i>	Lead118 Social Intranet: Embrace the Power of Social for Internal Efficiencies <i>Jason Cornell</i>	Lead109 Productivity Tools: Desktop, Cloud or Both? <i>Yu Ma, John Medicke</i>
12:00 PM – 1:00 PM	Luncheon and Social Circles – Riverside Pavilion			
1:15 PM – 2:00 PM	Closing General Session			