

IBM Retail Store Solutions 2010 Technical Education Conference

April 12-15, 2010

Agenda



Time	Topic	Category
All day arrivals	Monday, April 12, 2010	
	Tuesday, April 13, 2010	
7:00 am – 8:00 am	Breakfast	
8:00 am – 8:15 am	Welcome and Conference Overview	
8:15 am – 9:00 am	SurePOS 700	Hardware
9:00 am – 9:40 am	SurePOS 500, SurePOS 300, Anyplace Kiosk	Hardware
9:40 am – 9:55 am	Windows Preloads	Software
9:55 am – 10:25 am	Break	
10:25 am – 10:55 am	Systems Management	Business Value
10:55 am – 11:40 am	Peripherals – Printers	Hardware
11:40 am – 12:00 pm	Peripherals – Touch Displays	Hardware
12:00 pm – 1:00 pm	Lunch	
1:00 pm – 1:30 pm	Power Management / ROI / TCO	Business Value
1:30 pm – 6:00 pm	Breakout Session 1 (choose 1 topic)	
	• How to program the SI GUI	Software
	• How to implement and use RMA	Business Value
	• Prometric Testing	PartnerWorld Skill
7:00 pm	Networking Dinner	
	Wednesday, April 14, 2010	
7:00 am – 8:00 am	Breakfast	
8:00 am – 8:15 am	Peripherals – Cash drawers	Hardware
8:15 am – 8:45 am	Peripherals – Keyboards	Hardware
8:45 am – 10:00 am	Selecting the right OS	Software
10:00 am – 10:30 am	Break	
10:30 am – 12:00 pm	Breakout Session 2 (choose 1 topic)	
	• 4690 OS V6 migration tips	Software
	• UPOS – advantages and options when implementing	Software
	• Prometric Testing	PartnerWorld Skill
12:00 pm – 1:00 pm	Lunch	
1:00 pm – 1:30 pm	Using your resources – IBM and Distributor support	Business Value
1:30 pm – 6:00 pm	Breakout Session 3 (choose 1 topic)	
	• How to program the SI GUI	Software
	• How to implement and use RMA	Business Value
	• Prometric Testing	PartnerWorld Skill
	Free evening	
	Thursday, April 15, 2010	
7:30 am – 8:30 am	Breakfast	
8:30 am – 10:00 am	Breakout Session 4 (choose 1 topic)	
	• Hardware Tips	Hardware
	• UPOS – advantages and options when implementing	Software
	• Prometric Testing	PartnerWorld Skill
10:00 am – 10:30 am	Break	
10:30 am – 12:00 pm	Breakout Session 5 (choose 1 topic)	
	• Hardware Tips	Hardware
	• 4690 OS V6 migration tips	Software
	• Prometric Testing	PartnerWorld Skill
12:00 pm – 12:30 pm	IBM services for the BP	Business Value
12:30 pm – 12:45 pm	Closing session	
12:45 pm – 1:30 pm	Lunch	
1:30 pm	Departure	

Session Descriptions

Session Title	Synopsis
Hardware	
SurePOS 700	Will cover the entire SurePOS 700 portfolio. Special focus on the newly announced model 784, as well as tips on the 7x3 models.
SurePOS 500, SurePOS 300, Anyplace Kiosk	A technical overview of the other members of the RSS system unit portfolio, with a focus on how to implement for your customer.
Peripherals – Printers	A review of the SureMark printer portfolio with an emphasis on the technical features that offer a competitive advantage.
Peripherals – Touch Displays	Touch technology matters – why IBM's implementation is right for your customers.
Peripherals – Cash drawers	A quick review of the cash drawer options and features.
Peripherals – Keyboards	Changes in the keyboard lineup could require action for your configurations before year-end.
Hardware Tips	An interactive informal session to learn more about the hardware products from the experts.
Software	
Windows Preloads	Best Practices of system units purchased with a Windows Operating System preload from IBM.
How to program the SI GUI	A very detailed 4 hour session with hands on programming exercises to help you learn how to alter the GUI for your customers.
Selecting the right OS	Advantages of 4690 OS, Linux and Windows when used for a Point of Sale operating system.
4690 OS V6 migration tips	A deeper investigation of how to migrate to the latest version of 4690 OS.
UPOS – advantages and options when implementing	How do I work with UPOS (OPOS and JavaPOS) and what is the future of DOS?
Business Value	
Systems Management	An overview of Systems Management and why it is the differentiator for ROI, as well as a productivity boost for technical support.
Power Management / ROI / TCO	With the increased focus on green solutions, you will want to learn how power management can save your customers money and improve their operations.
How to implement and use RMA	Detailed 4-hour session with complete instructions and programming examples on how to implement a systems management solution.
Using your resources – IBM and Distributor support	How and where to get technical help when you need it, and how to get additional education from IBM.
IBM services for the BP	How a Business Partner can leverage IBM resources to offer custom or specialized services to their customers.
PartnerWorld Skills	
Prometric Testing	Business Partners may increase their PartnerWorld skills points by taking Mastery or Certification tests at the Technical Education Conference. Sales & Technical mastery tests for Retail Store Solutions products, and RSS Certification tests will be offered at a 50% discount during the conference.