2016 User Conference
May 17th – 19th | Wilmington, NC

TeamDynamix
Published February 9, 2016
Dear Customers,

I’d like to take a moment to introduce myself. Having recently joined TeamDynamix as the CEO, my viewpoint is that the best and only way to serve our customers is to meet them, visit them, and listen to them. For this reason, I am particularly excited about this year’s User Conference.

My goal at the conference is to learn from you—to hear your stories and to understand your top challenges.

What I have learned thus far is that as an IT practitioner within higher education, you are faced with unique issues not typically seen in other types of industries. For example, each year hundreds or thousands of additional students come to campus with an average of three mobile devices each—and all need immediate support.

The infrastructure to support the higher education population is facing resource and bandwidth constraints, forcing expansion at an accelerated pace. Managing IT initiatives and delivering optimal service to students, faculty, and staff becomes more and more difficult each year.

The higher education CIO is facing increased demand with limited budgets. In order to meet these challenges, many are transforming their organizations. From the introduction of service catalogs, to remote access support, to highly collaborative feedback loops for project management, the IT group is thinking beyond the norm.

Attend the TeamDynamix Annual User Conference to learn from your peers. This three-day conference offers best practices sessions, lively panel debates, and interaction with the product and services team at TeamDynamix.

Walk away with fresh ideas, real use case examples, and a renewed outlook.

I look forward to meeting you at the event.

Sincerely,

C.J. Wimley
CEO, TeamDynamix

Many thanks to our Platinum Sponsors:
Agenda-at-a-Glance

Project, portfolio, and IT service management is evolving rapidly; hear first-hand how you can take your organization to the next level at the 2016 User Conference.

More than 100 practitioners are expected to attend. Take this opportunity to attend workshops, listen to panel discussions, and get one-on-one time with like-minded individuals. TDX is also hosting two evening events to help foster community and networking.

**Tuesday**  
May 17, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>8:30 AM</td>
<td>Opening Session &amp; Welcoming Remarks</td>
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<tr>
<td>9:15 AM</td>
<td>Product Education &amp; Roundtable Discussion</td>
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<tr>
<td>5:40 PM</td>
<td>TDX After-Hours Networking Event</td>
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*Arrivals Monday evening.*

**Wednesday**  
May 18, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>8:30 AM</td>
<td>Best Practices Sessions</td>
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<tr>
<td>1:15 PM</td>
<td>Workshops &amp; Roundtable Discussion</td>
</tr>
<tr>
<td>4:45 PM</td>
<td>TDX After-Hours Networking Event</td>
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**Thursday**  
May 19, 2016

<table>
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<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>8:30 AM</td>
<td>Lightning Talks &amp; Panel Discussions</td>
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<tr>
<td>10:45 AM</td>
<td>TDX Customer Success &amp; Service Delivery</td>
</tr>
</tbody>
</table>

*Departures at 12:00 PM unless staying for optional social events which end at 4:00 PM.*

Registration

Reserve your spot by **3/31/16**. Registration is $390.02 ($369.00 registration and $21.02 processing fee). For more details about the event (including lodging and travel information) visit the [event page](#).

Registering after the deadline? Please email [sharon.santino@teamdynamix.com](mailto:sharon.santino@teamdynamix.com) for assistance.
Location

Coastline Convention Center, 501 Nutt Street, Wilmington, NC 28401

Located on Wilmington’s award-winning Riverwalk, a walkable area featuring restaurants, shops, and more.

Lodging / Ground Transportation

Space is limited—please book space within the TDX room blocks as soon as possible.

Hilton Wilmington Riverside

The conference room rate is $189.00.

1. To make reservations, go to www.wilmingtonhilton.com.
2. Put in the requested dates. On the upper right side of the next screen there is a “Group Code” box for the TDX discount code “TDY.” Please note: You may enter the code up until the cut-off date (Friday, April 15th) to receive the rate. After the cut-off date, no reservations are accepted at the TDX group rate.
3. Want to come a day early or stay a day late? To book extra rooms, call the hotel reservation desk at 910-763-5900 on Monday-Friday between 8 AM and 5 PM to check the availability of the discounted rate and lodging.

This hotel has a complimentary airport shuttle, please call 910-763-5900 for details and scheduling. Guests with automobiles may self-park for $11/day.

Best Western Plus Coastline Inn (Sold out.)

The room block and special TDX rate of $129.00 at the Best Western Plus is sold out. Guests of this hotel may park their automobiles for free at this location.

Ground Transportation

Getting to the conference center: Guests staying at the Hilton (0.2 miles) or the Best Western (46 feet) may walk to the conference center.

Commuters: Limited free and paid parking is available within walking distance. For assistance, call the Coastline Conference Center at 910-763-2800.
## Detailed Agenda – Tuesday, May 17

<table>
<thead>
<tr>
<th>Time</th>
<th>Session / Speakers</th>
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| 7:30 AM – 8:30 | **Registration / Welcome Breakfast**  
*Kick-off your day with a full breakfast at the event location.* |
| 8:30 AM – 9:15 AM | **Opening Remarks**  
*Welcome to the 2016 User Conference.*  
C.J. Wimley  
CEO  
TeamDynamix  
Sharyne Miller  
Associate Vice Chancellor & CIO  
UNCW |
| 9:15 AM – 10:30 | **The Changing Role of the Higher Ed IT Professional**  
*In this keynote session and workshop, hear about key challenges, risks, and opportunities facing the higher ed IT organization.*  
Barry Cousins  
Senior Analyst  
Info-Tech |
| 10:30 AM – 10:45 | **Networking Break** |
| 10:45 AM – 11:45 | **TDX Strategic Vision**  
*From platform as a service to expansion of the client portal: Understand the strategic direction of the TDX product portfolio in 2016 and beyond.*  
Adam Torres  
Head of Product Strategy  
TeamDynamix  
C.J. Wimley  
CEO  
TeamDynamix  
Andrew Graf  
Head of Customer Success  
TeamDynamix |
12:00 PM – 
1:30
**Dine-Around Networking Lunch**

Lunch hosted by TDX. Stop by registration for group assignments.

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**Lunch Dine-Arounds Hosted by TDX**

- **Paddy’s Hollow**
  American pub with river views

- **Islands Fresh Mex Grill**
  Fast-casual Mexican cuisine

- **Port City Java**
  Coffee, sandwiches, salads

- **The Copper Penny**
  Pub with appetizers, salads, & sandwiches

- **Trolley Stop Hot Dogs**
  Hot dogs 😊

- **Beer Barrio**
  Fine tacos, quesadillas, & more

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1:30 PM – 2:30

**Customer Success Program**

*Optimizing System Usage - Usage, Adoption, Client Portal, Departmental Expansion, TDX Academy*

- **Adam Torres**
  *Head of Product Strategy*
  TeamDynamix

- **Andrew Graf**
  *Head of Customer Success*
  TeamDynamix

**Service Stack Expansion**

*Managed Administration, Private Cloud, Connectivity to BI, Managed Service Expansion*

- **Aaron Crane**
  *Director of Client Services*
  TeamDynamix

- **CJ Wimley**
  *CEO*
  TeamDynamix

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2:30 PM – 3:30

**ITSM & Enterprise Solutions**

*A deeper look at service management developments, trends, and integration with remote access solutions.*

*This session includes a demonstration of how integrated remote access can enhance the service delivery experience.*

*Expanding applications – a look at how the team at Stevens has expanded their service management strategy.*

- **Aaron Crane**
  *Director of Client Services*
  TeamDynamix

- **Andrew Stock**
  *Enterprise Architect & Special Projects Lead*
  TeamDynamix

- **Ed Wozencroft**
  *Policy & Planning / Assistant to the CIO*

- **Karen Swift**
  *Chief User Advocate and Director of User Support Service*
  Stevens Institute of Technology

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3:30 PM – 3:45

**Networking Break**
3:45 PM – 4:45

**PPM Solutions**

*Have a look at the most recent developments in the project and portfolio management solution suite.*

Gerard Hennelly  
*Sales Engineer*  
*TeamDynamix*

Chris Neiger  
*Senior Software Engineer*  
*TeamDynamix*

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4:45 PM – 5:45

**Open Roundtable Discussion - ITSM**

*Concurrent scheduled meeting times with TeamDynamix team members.*

Open roundtable session on emerging trends in service management.

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6:30 PM – 9:00 PM

Join your peers for a networking reception on the waterfront hosted by TDX & BOMGAR.

**Busses depart from Convention Center at 6:15 PM sharp – please arrive by 6:05 PM. Location to be announced.**
### Detailed Agenda – Wednesday, May 18

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| 8:30 AM – 9:30 | **Three Perspectives of ITSM at Manhattan College (B)**<br>See three unique daily usages of TeamDynamix's ITSM tool at Manhattan College: Director, Service Desk Manager, and Student Employee. Each will discuss the successful implementation and use of this system with their organization’s community.  
**Projects, Projects, and More! at UNC Wilmington (C)**<br>An optimal PPM model encompasses collaboration, communication, and community. It also creates a feedback loop and ultimately drives strategic thinking across multiple initiatives. Learn how the team at UNCW has optimized its portfolio and project management for this purpose.  
Richard Musal  
*Associate Director of Client Services & Operations ITS*  
Cesar Tapia  
*IT Support Specialist*  
John Moran  
*Graduate Assistant for Client Services* |
| 9:30 AM – 10:30 | **Knowledge-Centered Support at Western Kentucky (B)**<br>Knowledge-Centered Support: You may have heard of it, but what is it and can it benefit your organization? In this presentation, WKU provides an explanation of Knowledge-Centered Support, initial steps for starting a Knowledge Base, and resources for starting a Knowledge Base.  
**Embedded Strategic Thinking in Project Management at UMASS (C)**<br>Even when an organization has clearly stated strategic goals and objectives it can be difficult to make sure projects stay focused on supporting them. All too often strategic thinking is replaced by tactical thinking in defining and executing projects—and we forget WHY we are doing things and focus on how to get things done, resulting in a loss of strategic goals. Attend this session to learn how organizations can go from tactical to strategic thinking.  
Kaliegh Belda  
*IT Help Desk Consultant*  
Barbara Wilson  
*PMO Manager* |
10:30 AM – 10:45 AM  
**Networking Break**

10:45 AM – 11:45 AM  
**Bringing Advanced Analytics to Bear on ITSM** *(B)*  
TeamDynamix reporting provides fantastic information, but what if you want to go even deeper into your data? See what Miami University did after a year of extracting and analyzing implementation-related data—and how it affected the organization’s ITSM processes.

Micah Cooper  
*Director, End User Services Improvements*

Jeffrey Toaddy  
*IT Service Management Coordinator*

**PPM Framework at Boston College** *(C)*  
With ever-increasing demands for resources, and the need for greater visibility into capacity and availability, IT organizations must be able to create the right PPM framework to ensure success. Learn how Boston College’s implementation presented an opportunity for an organization to dramatically change its culture, purpose, and value.

Denis Walsh  
*Associate Director, ITS Planning & Governance*

11:45 AM – 1:15 PM  
**Lunch Dine-Arounds**

**Lunch Dine-Arounds Hosted by TDX**  
Attendees will be split out into break-out groups and will be hosted by TDX at these nearby sites.

- **Paddy's Hollow**  
  American pub with river views
- **Islands Fresh Mex Grill**  
  Fast-casual Mexican cuisine
- **Port City Java**  
  (Neighbor: Subway)  
  Coffee, sandwiches, salads
- **Beer Barrio**  
  Fine tacos, quesadillas, & more

1:15 PM – 3:45 PM  
**ITSM Open Forum** *(B)*  
*Expanding Service Management*

- Applications: HR & Marketing
- Applications: Finance & Facilities
- Remote Access

**PPM Open Forum** *(C)*  
*Best Practices*

- Adoption Strategies
- Resource Management
- Transparency & Reporting
3:45 PM – 4:00
Networking Break

4:00 PM – 4:45
Open Roundtable Discussion - PPM

Open roundtable session on emerging trends in project management.

5:30 PM – 8:30 PM
Join your peers for a networking reception hosted by TDX & BOMGAR.

Location to be announced.
Detailed Agenda – Thursday, May 19

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<tr>
<td></td>
<td>location.*</td>
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<tr>
<td>8:30 AM –</td>
<td><strong>Five-Minute Lightning Talks</strong></td>
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<td>9:30</td>
<td><strong>The World According to TeamDynamix</strong> Keva Boone</td>
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<td>Manager, Workplace &amp; Instructional Technologies Services</td>
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<td><strong>Title TBD</strong></td>
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<td><strong>California State University – Chico</strong> Keva Boone</td>
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<td>Manager, Workplace &amp; Instructional Technologies Services</td>
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<td><strong>Audrey Johnson</strong></td>
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<td><strong>Manager, IT Service Desk</strong></td>
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<td><strong>Barry University</strong></td>
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<td><strong>Once Upon a Time at Saint Mary’s</strong> Heather Fraser</td>
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<td><strong>Manager, IT Project Office</strong></td>
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<td><strong>Lorraine Nelson</strong></td>
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<td><strong>Help Desk Team Leader</strong></td>
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<td><strong>Saint Mary's University</strong></td>
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<td><strong>The Tufts University Recipe for Success</strong> Brian Miller</td>
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<td><strong>Project Services Manager</strong></td>
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<td><strong>Tufts University</strong></td>
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<td>9:30 AM –</td>
<td>**Going from Discord to Systematic to Strategic: What</td>
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<td>10:45</td>
<td>Does it Take to Optimize IT?</td>
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<td>Andrew Graf will lead a panel of the lightning talk</td>
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<td>participants in a discussion centered on transformation,</td>
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<td>transparency, and growth across the IT organization.</td>
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<td>Real-life stories of how these leaders are bringing</td>
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<td>new ideas to life.</td>
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<td></td>
<td>Andrew Graf</td>
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<td><strong>Head of Customer Success</strong></td>
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<td><strong>TeamDynamix</strong></td>
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<td>10:45 AM –</td>
<td><strong>Networking Break</strong></td>
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<td>11:00</td>
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<td>11:00 AM –</td>
<td><strong>Wrap-Up</strong></td>
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<td>11:45</td>
<td><em>2016 User Conference in Review</em> All TDX Presenters</td>
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</table>
12:00 PM – 4:00

There will be a series of optional social events. These events are not required, but are highly encouraged. Join in to foster relationships with peers and have fun.

*Departures at 12:00 PM or after 4:00 PM if participating in the social events.*

Social Events – Hosted by TDX

On Thursday, May 19th from 12 PM to 4 PM, TDX is hosting and organizing three social events. These are intended to help attendees foster year-long relationships with peers.

- TDX Meet-up: Gathering at a nearby location.
- U.S.S. North Carolina Battleship: Tour a retired military floating fortress.
- Trolley & Walking Tour of Wilmington.

*You will be sent an optional registration for these outings before the event.*