

Management Information Stream AGENDA

Thursday 16 July 2009

09:00	Registration & Refreshments		
10:00	Welcome & Introduction Kevin Meachen, Director of Professional Services SAS UK		
10:05	ALL DELEGATES TO MOVE TO THE WEST WING		
10:15	Keynote: SAS® 9.2 Overview Mark Torr, Director, Global Technology Practice, SAS		
10:50	ALL DELEGATES TO MOVE TO STREAM ROOMS		
11:00	Introduction to Management Information Ross Hammett, Client Services Manager, SAS		
11:10	Management Information: Key Business Trends David Barkaway, Data Integration Solution Manager & Steve O'Donoghue, Principal Solutions Implementation Consultant, SAS		
11:40	Operations and Technology Service Delivery KPI Dashboard Iain Lattimer, O&T Business Intelligence & Solutions, Verizon		
12:10	Lunch and Networking		
13:45	KPI Dashboard Demonstrations (at 13.45, 14.15 and 14.45)	Data Quality Profiling Demonstrations (at 13.45, 14.15 and 14.45)	SAS® Value Optimisation Centre
15:00	Tea and Coffee Break		
15:30	Information Data Framework Mike Turner, Head of MI, Wolters Kluwer		
15:30	Optimising the Performance of your Team Caroline Tew, Adoption Services Practice Manager and Chris Dillon, Senior Education Consultant, SAS		
16:10	Enabling Excellence with SAS® Premium Support Alun Rowlands, Technical Account Manager, SAS		
	ALL DELEGATES TO MOVE TO THE MARQUEE		
16:30	Close Nick Houlton, Head of Customer Services, SAS		