

Mon, October 24

8:15 AM 3790A Opening General Session: Turn Insight Into Action

Location: Events Center - Mandalay Bay Events Center

Agenda Status: Default

10:15 AM 2116A Better Together-Smarter Work with IBM Case Manager, IBM Content Manager and IBM Business Process Manager

Location: Lagoon F - Mandalay Bay South Convention Center

Agenda Status: Open

11:30 AM 2367A IBM Case Manager Client for Business Analysts-Usability Sandbox Session

Location: Mandalay Bay J ECM Station 4 - Mandalay Bay South Convention Center

Agenda Status: Confirmed

12:30 PM 4015A IBM FileNet Business Process Manager

Location: Bayside Dining - Enterprise Content Management BoF Tables - Mandalay Bay South Convention Center

Agenda Status: Open

2:15 PM 2370A IBM Case Manager Usability Roundtable

Location: Mandalay Bay J ECM Station 4 - Mandalay Bay South Convention Center

Agenda Status: Confirmed

3:45 PM 2363B IBM Case Manager Client for Business Users-Usability Sandbox Session

Location: Mandalay Bay J ECM Station 4 - Mandalay Bay South Convention Center

Agenda Status: Confirmed

Tue, October 25

- 10:00 AM 2235B IBM Case Manager Case Builder-Future Directions Feedback Session**
Location: Mandalay Bay J ECM Station 2 - Mandalay Bay South Convention Center
Agenda Status: Confirmed
- 12:30 PM 4017A Rapid Solution Design Best Practices Using IBM Case Manager and IBM FileNet Business Process Manager**
Location: Bayside Dining - Enterprise Content Management BoF Tables - Mandalay Bay South Convention Center
Agenda Status: Open
- 3:00 PM 2134A IBM Case Manager Product Update**
Location: Lagoon D - Mandalay Bay South Convention Center
Agenda Status: Open
- 5:30 PM 4192A Rapid Delivery of Case-based ECM Apps**
Location: IBM EXPO Theater - Mandalay Bay South Convention Center
Agenda Status: Open
-

Wed, October 26

- 10:00 AM 2287A Real-World Design Patterns in Advanced Case Management**
Location: Lagoon D - Mandalay Bay South Convention Center
Agenda Status: Open
- 10:00 AM 1860A An Introduction to Building Solutions Using IBM Case Manager**
Location: Shorelines B
- 11:30 AM 2153C IBM Case Manager: Rapid Solutions Development with Accelerators**
Location: Lagoon D - Mandalay Bay South Convention Center
Agenda Status: Open
- 12:30 PM 4016A IBM Case Manager: How Could You Use It in Your Industry Today?**
Location: Bayside Dining - Enterprise Content Management BoF Tables - Mandalay Bay South Convention Center
Agenda Status: Open

3:15 PM 2116B Better Together-Smarter Work with IBM Case Manager, IBM Content Manager and IBM Business Process Manager

Location: Lagoon D - Mandalay Bay South Convention Center

Agenda Status: Open

4:30 PM 2144C IBM Case Manager: An Architectural Overview

Location: Lagoon D - Mandalay Bay South Convention Center

Agenda Status: Open

Thu, October 27

8:15 AM 2317A The Case Management Solution Life Cycle: How Rapid Deployment and Standardized Offerings Help Maximize ROI

Location: Lagoon F - Mandalay Bay South Convention Center

Agenda Status: Open

10:00 AM 2155A IBM Case Manager Solution Design 101

Location: Lagoon D - Mandalay Bay South Convention Center

Agenda Status: Open

11:30 AM 2164A IBM Case Manager-Driving Business Value through Integrated Analytics

Location: Lagoon D - Mandalay Bay South Convention Center

Agenda Status: Open

11:30 AM 3972A IBM Case Manager: New Core Features and Ask the Experts

Location: Reef C - Mandalay Bay South Convention Center

Agenda Status: Open

3:30 PM 2287B Real-World Design Patterns in Advanced Case Management

Location: Lagoon D - Mandalay Bay South Convention Center

Agenda Status: Open

3790A Opening General Session: Turn Insight Into Action

Date: Mon, Oct 24, 2011

Location: Events Center - Mandalay Bay Events Center

Start Time: 8:15 AM

End Time: 9:45 AM

Agenda status: Default

Speakers: Arvind Krishna, IBM

Activity Type: Keynote and Strategy

Session Code: CGS

Program: Conference General Sessions

Track: General Sessions and Keynotes

Subtrack: None

Industry: Cross Industry

Industry leaders are turning insight into action through new kinds of information and new approaches to business analytics and optimization. Find out how these leaders are outperforming their competition, tapping into insights revealed through a flexible information management foundation and business analytics. Get an early look at innovations coming from IBM to help you capture today's new opportunities and tomorrow's vast potential.

2116A Better Together-Smarter Work with IBM Case Manager, IBM Content Manager and IBM Business Process Manager

Date: Mon, Oct 24, 2011

Location: Lagoon F - Mandalay Bay South Convention Center

Start Time: 10:15 AM

End Time: 11:15 AM

Agenda status: Open

Speakers: Amy Dickson, IBM; David Yockelson, IBM

Activity Type: Elective Session

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Enterprise Content Management

Industry: Cross Industry

Level: Introductory

Session Type: Technical Overview

Reaping the greatest benefit from BPM frequently involves leveraging multiple disciplines, including process automation, content management and case management. Integration between IBM Business Process Manager and IBM Content Manager enriches IBM's BPM processes with diverse business content, facilitating faster, better and more informed decisions. IBM Case Manager provides flexibility in building case management solutions and integration with IBM Business Process Manager unifies work and process management. Learn to leverage Business Process Manager, advanced case management capabilities from Case Manager and content management capabilities from Content Manager to yield a smarter way to your handle process, case and content requirements.

2367A IBM Case Manager Client for Business Analysts-Usability Sandbox Session

Date: Mon, Oct 24, 2011

Location: Mandalay Bay J ECM Station 4 - Mandalay Bay South Convention Center

Start Time: 11:30 AM

End Time: 12:30 PM

Agenda status: Confirmed

Speakers: AARON P. SICKLER, IBM

Activity Type: Usability Sandbox

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Enterprise Content Management

Industry: Cross Industry

Level: Introductory

Session Type: Product Feedback

This small group session will be accepting your feedback on possible future directions for IBM Case Manager Client applications, with a focus on the business user role. This session is intended for people with current or future needs for case management applications. Your feedback may influence our future product directions. No prior experience is needed with IBM Case Manager or any Enterprise Content Management (ECM) or business process management (BPM) products. This session can be taken together with or independently from the IBM Case Manager Usability Sandbox sessions. You will be asked to sign a nondisclosure agreement (NDA) to participate in this session.

4015A IBM FileNet Business Process Manager

Date: Mon, Oct 24, 2011

Location: Bayside Dining - Enterprise Content Management BoF Tables - Mandalay Bay South Convention Center

Start Time: 12:30 PM

End Time: 1:30 PM

Agenda status: Open

Activity Type: Birds of a Feather

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Business Process Management | Enterprise Content Management

Industry: Cross Industry

Level: Introductory

Session Type: Business Overview

Exchange challenges, strategies and success stories during these informal discussions over lunch.

2370A IBM Case Manager Usability Roundtable

Date: Mon, Oct 24, 2011

Location: Mandalay Bay J ECM Station 4 - Mandalay Bay South Convention Center

Start Time: 2:15 PM

End Time: 3:15 PM

Agenda status: Confirmed

Speakers: AARON P. SICKLER, IBM

Activity Type: Usability Sandbox

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Enterprise Content Management

Industry: Cross Industry

Level: Intermediate

Session Type: Product Feedback

Come to this small group feedback session to discuss usability in case management systems. This session is intended for people with current or future needs for case management applications. Your feedback may influence our future product directions. Prior experience is necessary with IBM Case Manager or any Enterprise Content Management (ECM) or business process management (BPM) products. This session can be taken together with or independently from the IBM Case Manager Usability Sandbox sessions. You will be asked to sign a nondisclosure agreement (NDA) to participate in this session.

2363B IBM Case Manager Client for Business Users-Usability Sandbox Session

Date: Mon, Oct 24, 2011

Location: Mandalay Bay J ECM Station 4 - Mandalay Bay South Convention Center

Start Time: 3:45 PM

End Time: 5:00 PM

Agenda status: Confirmed

Speakers: AARON P. SICKLER, IBM

Activity Type: Usability Sandbox

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Enterprise Content Management

Industry: Cross Industry

Level: Introductory

Session Type: Product Feedback

This small group session will be accepting your feedback on possible future directions for IBM Case Manager Client applications, with a focus on the business user role. This session is intended for people with current or future needs for case management applications. Your feedback may influence our future product directions. No prior experience is needed with IBM Case Manager or any Enterprise Content Management (ECM) or business process management (BPM) products. This session can be taken together with or independently from the IBM Case Manager Usability Sandbox sessions. You will be asked to sign a nondisclosure agreement (NDA) to participate in this session.

2235B IBM Case Manager Case Builder-Future Directions Feedback Session

Date: Tue, Oct 25, 2011

Location: Mandalay Bay J ECM Station 2 - Mandalay Bay South Convention Center

Start Time: 10:00 AM

End Time: 11:00 AM

Agenda status: Confirmed

Speakers: RITA CLAAR, IBM

Activity Type: Usability Sandbox

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Business Process Management

Industry: Cross Industry

Level: Intermediate

Session Type: Product Feedback

Come to this small group feedback session to see possible future directions for the Case Builder tool in IBM Case Manager. This session is intended for people with current or future needs for case management applications. Your feedback may influence our future product directions. No prior experience is needed with IBM Case Manager or any Enterprise Content Management (ECM) or business process management (BPM) products. This session can be taken together with or independently from the IBM Case Manager Usability Sandbox sessions. You will be asked to sign a nondisclosure agreement (NDA) to participate in this session.

4017A Rapid Solution Design Best Practices Using IBM Case Manager and IBM FileNet Business Process Manager

Date: Tue, Oct 25, 2011

Location: Bayside Dining - Enterprise Content Management BoF Tables - Mandalay Bay South Convention Center

Start Time: 12:30 PM

End Time: 1:30 PM

Agenda status: Open

Activity Type: Birds of a Feather

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Business Process Management | Enterprise Content Management

Industry: Cross Industry

Level: Introductory

Session Type: Business Overview

Exchange challenges, strategies and success stories during these informal discussions over lunch.

2134A IBM Case Manager Product Update

Date: Tue, Oct 25, 2011

Location: Lagoon D - Mandalay Bay South Convention Center

Start Time: 3:00 PM

End Time: 4:00 PM

Agenda status: Open

Speakers: David Yockelson, IBM; JAKE LEVIRNE, IBM

Activity Type: Elective Session

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Enterprise Content Management

Industry: Cross Industry

Level: Intermediate

Session Type: Technical Overview

In its first release, IBM Case Manager achieved best-in-class status in a variety of key functional and strategic areas. Over the last year, we've continued to innovate and address capability areas that our clients and partners are demanding. In this session, we will explore the latest capabilities of Case Manager and discuss how they are being used to solve real-world problems.

4192A Rapid Delivery of Case-based ECM Apps

Date: Tue, Oct 25, 2011

Location: IBM EXPO Theater - Mandalay Bay South Convention Center

Start Time: 5:30 PM

End Time: 6:00 PM

Agenda status: Open

Speakers: JAKE LEVIRNE, IBM

Activity Type: Expo Theater

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Enterprise Content Management

Industry: Cross Industry

Level: Introductory

Session Type: Best Practices/Deployment

IBM Enterprise Content Management provides a full suite of capabilities for the creation, governance, discovery, and analytics of unstructured content. A cornerstone of this suite is IBM Case Manager framework that empowers business analysts to rapidly design custom web applications that leverage enterprise content to drive key business outcomes.

2287A Real-World Design Patterns in Advanced Case Management

Date: Wed, Oct 26, 2011

Location: Lagoon D - Mandalay Bay South Convention Center

Start Time: 10:00 AM

End Time: 11:00 AM

Agenda status: Open

Speakers: JAKE LEVIRNE, IBM; William Lobig, IBM

Activity Type: Elective Session

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Application Development | Business Process Management | Enterprise Content Management

Industry: Cross Industry

Level: Introductory

Session Type: Best Practices/Deployment

Over and over again, certain design patterns have arisen for case management applications. Come see real-world examples of case management designs that span the spectrum from highly structured business processes to very dynamic and collaborative knowledge-worker-driven applications.

1860A An Introduction to Building Solutions Using IBM Case Manager

Date: Wed, Oct 26, 2011

Start Time: 10:00 AM

End Time: 12:00 PM

Location: Shorelines B

2153C IBM Case Manager: Rapid Solutions Development with Accelerators

Date: Wed, Oct 26, 2011

Location: Lagoon D - Mandalay Bay South Convention Center

Start Time: 11:30 AM

End Time: 12:30 PM

Agenda status: Open

Speakers: Lauren Mayes, IBM; Jeff Douglas, IBM

Activity Type: Elective Session

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Enterprise Content Management

Industry: Cross Industry

Level: Introductory

Session Type: Technical Overview

Accelerators can play an important role in solution delivery with IBM Case Manager: they augment the Case Manager platform with prepackaged and integrated industry and use-case specific capabilities designed to further decrease time to value. Join us at this session to hear the latest about Case Manager accelerators from IBM and its IBM Business Partners.

4016A IBM Case Manager: How Could You Use It in Your Industry Today?

Date: Wed, Oct 26, 2011

Location: Bayside Dining - Enterprise Content Management BoF Tables - Mandalay Bay South Convention Center

Start Time: 12:30 PM

End Time: 1:30 PM

Agenda status: Open

Activity Type: Birds of a Feather

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Business Process Management | Enterprise Content Management

Industry: Cross Industry

Level: Introductory

Session Type: Business Overview

Exchange challenges, strategies and success stories during these informal discussions over lunch.

2116B Better Together-Smarter Work with IBM Case Manager, IBM Content Manager and IBM Business Process Manager

Date: Wed, Oct 26, 2011

Location: Lagoon D - Mandalay Bay South Convention Center

Start Time: 3:15 PM

End Time: 4:15 PM

Agenda status: Open

Speakers: Amy Dickson, IBM; David Yockelson, IBM

Activity Type: Elective Session

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Enterprise Content Management

Industry: Cross Industry

Level: Introductory

Session Type: Technical Overview

Reaping the greatest benefit from BPM frequently involves leveraging multiple disciplines, including process automation, content management and case management. Integration between IBM Business Process Manager and IBM Content Manager enriches IBM's BPM processes with diverse business content, facilitating faster, better and more informed decisions. IBM Case Manager provides flexibility in building case management solutions and integration with IBM Business Process Manager unifies work and process management. Learn to leverage Business Process Manager, advanced case management capabilities from Case Manager and content management capabilities from Content Manager to yield a smarter way to your handle process, case and content requirements.

2144C IBM Case Manager: An Architectural Overview

Date: Wed, Oct 26, 2011

Location: Lagoon D - Mandalay Bay South Convention Center

Start Time: 4:30 PM

End Time: 5:45 PM

Agenda status: Open

Speakers: Mike Marin, IBM; JAKE LEVIRNE, IBM

Activity Type: Elective Session

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Enterprise Content Management

Industry: Cross Industry

Level: Intermediate

Session Type: Technical Overview

Explore the IBM Case Manager architecture from solution design to deployment to case processing. This session will cover IBM's new advanced case management user interfaces, object model, case APIs and an overview of case management enhancements to the core IBM Content Manager platform. It will also cover next-generation case management capabilities, including collaborative case handling and advanced analytics.

2317A The Case Management Solution Life Cycle: How Rapid Deployment and Standardized Offerings Help Maximize ROI

Date: Thu, Oct 27, 2011

Location: Lagoon F - Mandalay Bay South Convention Center

Start Time: 8:15 AM

End Time: 9:30 AM

Agenda status: Open

Speakers: Scott Os, SunTrust Bank; Boris Zhilin, Vega ECM Solutions

Activity Type: Elective Session

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Enterprise Content Management

Industry: Banking

Level: Intermediate

Session Type: Best Practices/Deployment

SunTrust Bank has adopted a strategic approach to deploying, managing and upgrading case management solutions among departments using standard product offerings. Starting with a credit card application solution created by IBM Business Partner, Vega ECM Solutions, SunTrust has developed a strategy for moving the application through successive stages from IBM FileNet Business Process Framework to IBM Case Manager. This session provides details, both functional and technical, of how SunTrust has adopted a case management application strategy to upgrade business solutions. Hear how this was achieved, the time and cost savings realized and some of the interesting challenges encountered with this approach.

2155A IBM Case Manager Solution Design 101

Date: Thu, Oct 27, 2011

Location: Lagoon D - Mandalay Bay South Convention Center

Start Time: 10:00 AM

End Time: 11:00 AM

Agenda status: Open

Speakers: William Lobig, IBM; Tien H. Nguyen, IBM

Activity Type: Elective Session

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Enterprise Content Management

Industry: Cross Industry

Level: Introductory

Session Type: Technical Overview

IBM Case Manager provides Case Builder, a template-based, unified environment for solution design and delivery. Case Builder is tailored to the needs of the business analyst while still providing the capabilities IT needs to integrate and manage more sophisticated capabilities. Join this session to understand how IBM is enabling organizations to take case-based solutions from concept to delivery faster and easier than ever before.

2164A IBM Case Manager-Driving Business Value through Integrated Analytics

Date: Thu, Oct 27, 2011

Location: Lagoon D - Mandalay Bay South Convention Center

Start Time: 11:30 AM

End Time: 12:30 PM

Agenda status: Open

Speakers: Michael T. Braendel, IBM; Jeff Douglas, IBM

Activity Type: Elective Session

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Enterprise Content Management

Industry: Cross Industry

Level: Intermediate

Session Type: Technical Overview

The constant creation, processing and management of cases creates a wealth of information about your organization and its operations. With the integrated historical, real-time and content analytics that are part of IBM Case Manager, you can put your case information to work and begin to unlock the value of that information-not only to optimize outcomes but to potentially head off business problems or determine new ways to service your customers. Join this session to understand how the analytics in IBM Case Manager can optimize your organization's performance.

3972A IBM Case Manager: New Core Features and Ask the Experts

Date: Thu, Oct 27, 2011

Location: Reef C - Mandalay Bay South Convention Center

Start Time: 11:30 AM

End Time: 12:30 PM

Agenda status: Open

Speakers: William Lobig, IBM; Mike Marin, IBM; Lauren Mayes, IBM; Victor Falco, IBM

Activity Type: Ask the Experts

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Enterprise Content Management

Industry: Cross Industry

Level: Intermediate

Session Type: Technical Overview

This Ask the Experts session will give you the opportunity to meet with the experts on IBM Case Manager. This session will begin with a short introduction of new core IBM Case Manager features. The balance of the time will be an open Q&A session where clients and IBM Business Partners can ask questions directly to key technical leaders responsible for the development of these products.

2287B Real-World Design Patterns in Advanced Case Management

Date: Thu, Oct 27, 2011

Location: Lagoon D - Mandalay Bay South Convention Center

Start Time: 3:30 PM

End Time: 4:30 PM

Agenda status: Open

Speakers: JAKE LEVIRNE, IBM; William Lobig, IBM

Activity Type: Elective Session

Session Code: EAC

Program: Enterprise Content Management

Track: Advanced Case Management

Subtrack: None

Topic: Application Development | Business Process Management | Enterprise Content Management

Industry: Cross Industry

Level: Introductory

Session Type: Best Practices/Deployment

Over and over again, certain design patterns have arisen for case management applications. Come see real-world examples of case management designs that span the spectrum from highly structured business processes to very dynamic and collaborative knowledge-worker-driven applications.