

PowWOW 2011 Agenda Information*

Welcome Reception, Monday May 9th 2011

Welcome Reception

Introduction by Gail Koehler

In an informal setting, meet the Passageways team as well as your peers from other organizations. Meet, greet, network and start collaborating!

Day One, Tuesday May 10th 2011

Breakout Sessions

Using Portal Tools for effective meetings and project management

Facilitator: Jennifer Casper and Kathy Houghtalen

See how others have utilized portal technologies to drive projects and facilitate efficient meetings. Discover how simple tools can lead to not-so-simple results!

Passageways Community: Power, Passion, and People

Speakers: Chris Beltran and Nathan Deno

PowWOW 365 24/7 is here! See what the Passageways Community can do for you! As well as a glimpse into what the future holds for this unique collaborative tool!

Evolution of the Portal Framework: "Social" ... Love or Hate?

Speakers: Tim Randall, Aaron Madrid, Pankay Yadava

Social Networking is everywhere, but where is the line between business and pleasure? Learn the differences between "Social Tools" Vs "Social Networking" and see how the former can benefit you and your organization!

Critical Elements of Vendor Management: A Panel Discussion

Facilitator: Paroon Chadha

In a collaborative panel format, industry experts will discuss Vendor Management and key topics that influence this critical business function.

A review of great Portal best Practices

Speakers: Anne Wertz and Karissa Fritz

In this in-depth session learn about some of the all time best practices as identified by Passageways Staff. Learn how others have used Passageways products to achieve some of the industry's most impressive practices.

Building an Agile Platform for Servicing Customers

Speakers: Gail Koehler

Great customer service is the key to your organization's long-term sustained growth. Learn how to utilize key Passageways tools to create a flexible platform that will give your customers the best experience possible and increase return business!

Training the Trainer: What your Portal Admins need to know.

Speakers: Steven Beier and Janet Keller

With the myriad of tools available to Portal Admins, training a user on portal tools can be a daunting task. Learn what your portal admins should know and how to teach it to them in this informative session.

Who are your Pathfinders? How to Build Strong Portal Teams

Speakers: Stephanie Scott

The root of any successful project is good people, plain and simple. In this versatile session learn how to identify your “Pathfinders” and create a powerful portal team that can lead your portal to new heights!

Tech Talk: What the Tech-Savvy Portal Admin should know about the “back end”.

Speakers: Jon Gunther and Shane Reining

Is the “Back end” a scary and mysterious world filled with cryptic files or is it one of the most valuable tools at the tech savvy portal admin’s disposal? If you are high-tech, this is the session for you!

“How To” Lounge

Facilitators: Passageways Staff

Who should attend: Any attendee, any time, all day! A must for Portal Fanatics!

In a casual atmosphere attendees will be able to ask questions of Passageways Staff and get “hands on” assistance on live Portals.

- Thinking about a new product? See it live and test it yourself!
- Have a training question? Have a Passageways employee walk you through it!
- Want to meet the Passageways team? Find them here!

Day Two, Wednesday May 11th 2011

Breakout Sessions

Developing and Communicating Vision, Mission, and Strategic Goals

Facilitator: Randy Harrington

(Description in process)

The New Portal Text Editor. Everything you wanted to know.

Speakers: Kim Hitze

With the release of portal framework version 4.7 the new Portal Text Editor is one of your most potent new tools. Learn how to use it to its full potential!

Support Revisited: Getting the most out of your Support Investment

Speakers: Nathan Deno, Aaron Madrid, Kim Hitze, Anna Happ

Support is a critical piece of what Passageways provides for your organization. This session is not only a great opportunity to get to know your Account Executive, but to also learn all about the support process, and the all of the support tools available to you! Learn how best to leverage these tools to ensure you get the most out of your support dollars!

Your Secret Weapon: A new look at Passageways Consulting

Speakers: Trent Brouillette and Rashmi Bijai

Versatility can often mean the difference between success and failure in business. The Passageways Consulting team shows you ways to expand your arsenal to make your portal into a fierce competitive advantage!

Effective Board Portal Management

Speakers: Anthony Dunkley

Thinking about going digital with your board? Already made the leap? Either way, learn how to manage your board portal in a session lead by Board Portal Fanatics who understand the unique needs of board members!

Developer's Brief

Speaker: Tim Randall

In this session you will be exploring some of the core public API's of the Passageways Portal Framework. For many, this will be the first time you will have a guided introduction to many of the API's that have been significantly upgraded over the last year. We plan on taking a look at Profile Fields, Events, Status Feeds and Alerts!

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Hospitality Suite

Facilitators: Passageways Staff

Relax, kick back, and mingle with presenters, attendees, and Passageways staff. Snacks and drinks on us!

Day Three, Thursday May 12th 2011

Portal Administrator Certification

Facilitator: Steven Beier

This certification covers the skills that are needed for effective setup and administration of version 4.0 of the Portal framework. The critical Portal administration tools are explored to ensure a full understanding of effective Portal administration.

Topics: Tool Security, Module Administration, Portal Framework Settings, Configure the User Interface, Layout Configuration, Theme Permissions, Role Management, Workgroup Management, User Management, Profile Fields, Log Files, Reports, System Summary

Employee Portal Suite Certification

Facilitator: TBD

This certification covers all the utilities that the version 4.0 Portal offers. This certification ensures that the user understands the use and importance of many of the core islands within the Portal Framework.

Topics: Create a workgroup with multiple pages, Put Islands on Page based on page name, Using Islands; create an Announcement, Calendar item, Discussion, Photo Album with photos from network drive, create and take poll and show results, reserve an item, iView, List of Links, Rich Text, display user profile, format voice your concerns

Workgroup Manager Certification

Facilitator: TBD

This certification covers the important aspects of Workgroup Management from both a security and content administration perspective.

Topics: Be an expert in how to create and maintain portal content. This would include managing and creating workgroups, managing pages, customizing the islands and information on Public pages, my pages, portal documents and the enhanced navigation tree.

*Agenda information subject to change.