

Agenda – Palm Springs, CA

Day 1 – April 21

Riviera Palm Springs

3:00 – 3:15 pm	Introductions
3:15 – 3:30 pm	Why is Managing IT so Hard?
3:30 – 4:15 pm	Understand & Own Your Mandate
4:15 – 4:45 pm	Break – Networking
4:45 – 5:30 pm	Get the Basics Right
5:30 – 6:00 pm	Break – Networking & Cocktail Hour
6:30 pm	Group Dinner

Day 2 – April 22

7:30 – 9:00 am	Breakfast
9:00 – 9:45 am	Build Technology Leaders
9:45 – 10:30 am	Prioritize Valuable Work
10:30 – 10:45 am	Break
10:45 – 11:30 am	Don't Get Fired
11:30-12:00	Group Exercise
12:00 – 1 pm	Lunch
1 pm – 1:45 pm	Manage Vendors Based on Value
1:45 – 2:30 pm	Provide World-Class Insight
2:30 – 2:45pm	Break
2:45 – 3:30 pm	Lead Technology Innovation
3:30 – 4:00 pm	Group Exercise
4:00 – 5:30 pm	Recap & Personal Time
6:00 pm +	Palm Springs Architectural Tour & Dinner

Day 3 – April 23

7:30 – 9:00 am	Breakfast
9:00 – 10:00 am	Organizational Value & IT Strategy
10:00 – 10:15 am	Break (hotel check out if needed)
10:15 – 11:15 am	IT Budget & Capacity & Renewal and Reflection
11:15 - 11:45 am	Group Exercise
11:45 – 12:00 pm	12 Steps/Months to Systematically Improve Your IT Department
12:00 pm+	Wrap up - Boxed Lunches Provided