



## Compliance 360 CUSTOMER CONFERENCE 2010

**\*\* PRELIMINARY AGENDA as of 04-22-2010 \*\***

### Monday, October 18, 2010

Tim	Topic
8:00 AM – 7:00 PM	Registration Open
8:30 AM – 12:00 PM	<p><b>Pre-Conference Training Class (part 1):</b>  <b>System Administration</b></p> <p>For new customers or a refresher for others – This hands-on training class will take a deep dive into System Administration tips, tricks, focusing on configuration, optimization and security. Please note that seating is limited to the first 18 students that register for these pre-conference classes.</p> 
12:00– 1:30 PM	Lunch on your own
1:30 PM – 5:00 PM	<p><b>Pre- Conference Training Class (part 2):</b>  <b>Workflow Template Design</b></p> <p>For new customers or a refresher for others – This in-depth, hands-on training class will teach you how to set up Workflow templates to automate and streamline your daily processes. Bring your workflows mapped out for Policies, Contracts, and others. Please note that seating is limited to the first 18 students that register for these pre-conference classes.</p> 
6:00 – 8:00 PM	Join us for cocktails in the Lobby.

### Tuesday, October 19, 2010

Time	Topic / Speaker		
7:30 – 8:30 AM	Registration & Breakfast		
8:30 – 9:00 AM	<p><b>Welcome &amp; Compliance 360 Company Update</b></p> <p><i>Steve McGraw, President and CEO</i></p>		
9:00 – 9:30 AM	<p><b>Compliance 360 Product Update</b></p> <p>Overview of the latest enhancements and product direction</p> <p><i>Debbie Luyk, Director of Product Management</i></p>		
9:30 – 10:00 AM	<p><b>Compliance 360 Services and Support Update</b></p> <p>Overview of Professional Services, Customer Support and Customization Services</p> <p><i>Natalie Cheney, Vice President of Professional Services &amp; Support</i></p>		
10:00 – 10:15 AM	Break		
10:15 – 11:15 AM	<p><b>Breakout Training:</b>  <b>Compliance Workspace</b></p> <p>This is one of our most popular online classes. This session for new customers and a refresher for others, will focus on the latest enhancements as well as tips and tricks for streamlining the set up and access to laws and regulations.</p>	<p><b>Breakout Training:</b>  <b>Testing and Monitoring</b></p> <p>Come explore this new module and how it can be used in your organization to support your audit processes. This session will focus on features of the new module including assessments and reporting.</p>	<p><b>Best Practices Session:</b>  <b>RAC Audits and Appeals</b></p> <p>Day Egusquiza, our premier educator on the RAC webinars, will host this session in person. Send in your questions in advance and be prepared for expert answers and guidance.</p>
11:15– 12:30 PM	Lunch		

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**Tuesday, October 19, 2010 (continued)**

12:30 – 1:30 PM	<b>Breakout Training: Policy Management</b> For new customers and a refresher for others – This session will provide an overview of the key capabilities with tips and tricks for optimized management and distribution of your policies and procedures.	<b>Best Practices Session: GRC Practices &amp; Trends</b> Michael Rasmussen, a leading GRC industry analyst will discuss the latest hot topics in GRC based on his engagements with hundreds of organizations, large and small.	<b>Breakout Training: Claims Auditor - RAC</b> Building on the preceding Best Practices session for RAC, we'll examine tips and tricks for getting the most value from the Claims Auditor as you manage RAC Audits.
1:30 – 1:45 PM Break			
1:45 – 2:45 PM	<b>Best Practices Session: Internal Audit</b> Learn best practices in internal audit from an industry expert and understand how the recommended practices can be implemented using the new Internal Audit solution.	<b>Best Practices Session: 3<sup>rd</sup> Party Risk Management</b> You may be highly dependent on 3 <sup>rd</sup> -party contractors, but you cannot outsource liability or responsibility. Learn about best practices from an expert in vendor compliance and third party risk.	
2:45 – 3:00 PM Break			
3:00– 4:00 PM	<b>Breakout Training: Internal Audit</b> Learn about the new Internal Audit application through a live demonstration and learn about the experiences of early adopter customers. Planned enhancements will also be discussed.	<b>Breakout Training: 3<sup>rd</sup> Party Risk Management</b> See the latest enhancements that take Contract Management to a new level – a complete platform for proactive third party risk management and vendor compliance.	<b>Breakout Demonstration: Introduction to the new Report Writer</b> This session will provide an overview of the new Report Writer and the many new capabilities for modifying current reports and creating new ones.
4:00– 5:30 PM Free Time			
5:30 – 10:00 PM	<b>Ten Pin Alley</b> An evening of networking with your peers in a fun environment with dinner, games and a little competition. Ten Pin is one of Atlanta's most popular, high-end recreational hotspots. We'll have the entire facility for the Compliance 360 Customer Conference, with a variety of games and social activities. Even if you don't bowl, we guarantee this will be a fun evening of networking and social activities.		

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**Wednesday, October 20, 2010**

Time	Topic / Speaker		
7:30 – 8:30 AM	Breakfast		
8:30 – 9:30 AM	<p><b>Best Practices Session:</b>  <b>Getting the Most out of ERM</b>                      Learn how one customer is using the ERM (Enterprise Risk Management) module with their other modules to identify, monitor and report on their key risks and achieve risk-based compliance.</p>	<p><b>Best Practices Session:</b>  <b>Did You Know (Panel Discussion)?</b>                      Join several customer experts as well as Compliance 360 staff as they share their most popular tips, tricks, short cuts and other suggestions throughout the system, for streamlining processes and helping you get home in time for a warm dinner every night.</p>	
9:30 – 9:45 AM	Break		
9:45 – 10:45 AM	<p><b>Best Practices Session:</b>  <b>Using the Virtual Evidence Room to Streamline Regulatory Reviews</b>                      Learn how a customer is using Compliance 360 to reduce the overhead burden of accreditation reviews and ad hoc inquiries and audits. Fringe benefits will also be discussed.</p>	<p><b>Best Practices Session:</b>  <b>Claims Auditor Gateway</b>                      Learn how one customer is using the Claims Auditor Gateway to integrate their core PFS data directly into the Claims Auditor, saving time and effort, minimizing data entry errors and ensuring that their claims audit system of record includes all the critical data.</p>	
10:45 – 11:00 PM	Break		
11:00 AM – 12:00 PM	<p><b>Best Practices Session:</b>  <b>Measuring and Reporting on Compliance and Risk Management Effectiveness</b>                      Learn how one customer is using Compliance 360 to radically transform and increase visibility of the company's compliance program by creating tangible measures, automating processes and reporting results to C-Level management.</p>	<p><b>Best Practices Session:</b>  <b>Using Claims Auditor to Address Much More than RAC Audits</b>                      Learn how one customer is using the Claims Auditor to successfully manage and minimize recoupments from MAC, PERM and CERT audits, as well as commercial payor recovery audits.</p>	
12:00 – 1:00 PM	Lunch		
1:00 – 1:45 PM	Awards and Prize Ceremony		
1:45 – 2:45 PM	<p><b>Breakout Training:</b>  <b>Compliance Workspace (repeat)</b>                      This is one of our most popular online classes. This session for new customers and a refresher for others, will focus on the latest enhancements as well as tips and tricks for streamlining the set up and access to laws and regulations.</p>	<p><b>Breakout Training:</b>  <b>Internal Audit (repeat)</b>                      Learn about the new Internal Audit application through a live demonstration and learn about the experiences of early adopter customers. Planned enhancements will also be discussed.</p>	<p><b>Breakout Training:</b>  <b>Using Claims Auditor for MIC Audits</b>                      We'll examine tips and tricks for setting up State-specific workflows and getting the most value from the Claims Auditor as you manage MIC audits that are unique in each State. Come prepared with your State-specific MIC audit process.</p>
2:45 – 3:00 PM	Break		

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**Wednesday, October 20, 2010 (continued)**

3:00 – 4:00 PM	<b>Breakout Training: Policy Management (repeat)</b> For new customers and a refresher for others – This session will provide an overview of the key capabilities with tips and tricks for optimized management and distribution of your policies and procedures.	<b>Breakout Training: 3<sup>rd</sup> Party Risk Management (repeat)</b> See the latest enhancements that take Contract Management to a new level – a complete platform for proactive third party risk management and vendor compliance.	<b>Design Session: Usability Session</b> During the past year, we've been using your feedback to make significant design changes and usability enhancements. We'll review the key changes and seek your feedback as this ongoing process continues.
4:00 PM	<b>Conference Close</b>		

*\*Please note that the agenda is subject to change*

### **Additional Opportunities for Conference Attendees:**

In addition to the scheduled session on the agenda, the conference will include walk-up tables for Professional Services, Customer Support and Product Management. This is a great opportunity to meet the experts in person, discuss your current questions and provide your personal input on product design and direction.

### **Sessions Ideal for bringing your laptops:**

Bring your laptop to these hands-on training sessions. The entire conference venue is WI-FI enabled, so you can remain as connected as needed.



Before attending a session, please be sure that your laptop is fully charged. The session rooms are not conducive to everyone plugging in their laptops. We also ask that you mute your computer to minimize distractions. Email alerts can be distracting to the presenters and your fellow attendees.