

**CIMS Fall Corporate Sponsor Meeting
 Hosted By: Xerox Corporation
 October 30th – November 1st**

Tuesday October 30th		
Hyatt Regency Rochester	8:00am – 3:00pm	Dr. Tony O'Driscoll; IMS Executive Overview - <i>From "Product-Based" to "Services-Led": An Enterprise Transformation Play in Three Acts</i>
Hyatt Regency Rochester	5:00pm – 6:30pm	CIMS Business Meeting
Hyatt Regency Rochester	6:30pm – 8:30pm	Research Poster & Welcome Reception
Wednesday October 31st		
Hyatt Regency Rochester	7:45am	Depart from Hotel to Webster, NY – Xerox Campus
Gil Hatch Center	8:15am – 8:50am	Breakfast & Networking
Gil Hatch Center	8:50am – 9:00am	Paul Mugge (Director, CIMS); <i>Opening Remarks</i>
Gil Hatch Center	9:00am – 9:30am	Sophie Vandebroek (CTO & President Xerox Innovation Group); <i>Innovation at Xerox: Dreaming with Customers</i>
Gil Hatch Center	9:30am – 10:00am	Steve Hoover (VP Xerox Research Center Webster) <i>New Business of Printing</i>
Gil Hatch Center	10:00am – 10:30am	Claudio Pinhanez (IBM); <i>The SSME Initiative: Bringing Systematic Innovation to Services</i>
Gil Hatch Center	10:30am – 11:00am	John Kelly (President XGS NA); <i>Xerox: Becoming a Services Led Company</i>
Gil Hatch Center	11:00am – 11:15am	BREAK
Gil Hatch Center	11:15am – 11:45am	Monica Beltrametti (VP, XRCE) / Jeff Grabowski (VP, XGX); <i>Services Innovation & Customer Validation</i>
Gil Hatch Center	11:45am – 12:15pm	Nancy Burchfield (Distinguished Engineer, IBM); <i>Productizing Services II</i>
Gil Hatch Center	12:15pm – 1:00pm	LUNCH
Gil Hatch Center	1:00pm – 1:30pm	Bill Steenburgh (Sr. Vice President, Xerox Services); <i>Services Delivery Transformations</i>
Gil Hatch Center	1:30pm – 2:00pm	College of Management, NC State University; <i>Service & Product Innovation Initiative (SPI)</i>
Gil Hatch Center	2:00pm – 3:00pm	Innovation Showcase Pt.1; <i>Gil Hatch Customer Center Showroom</i>
Gil Hatch Center	3:00pm – 3:20pm	Move from Hatch Center to Color Studio
Color Studio	3:20pm – 3:45pm	BREAK
Color Studio	3:45pm – 5:00pm	Innovation Showcase Pt. 2; <i>Xerox Color Studio</i>
Color Studio	5:00pm – 5:20pm	Travel from Webster to Rochester – Hyatt Regency
Hyatt Regency Rochester	6:00pm – 6:15pm	Travel from Hyatt to George Eastman House & Museum
George Eastman House & Museum	6:15pm – 10:00pm	<i>Tour & Dinner Reception</i>
GEH & M - Hyatt	10:00pm – 10:15pm	Return to Hyatt Regency Rochester
Thursday November 1st		
Hyatt Regency Rochester	7:30am – 8:00am	Breakfast – Hyatt: CIMS Meeting Room
Hyatt Regency Rochester	8:00am – 9:00am	Steve Markham; <i>CIMS Knowledge Worker Research Project Update</i>
Hyatt Regency Rochester	9:00am – 10:00am	Ann McFadyen & Matt Semadeni; <i>Teleological Network Changes and Knowledge Creation – Research Findings</i>
Hyatt Regency Rochester	10:00am – 10:15am	BREAK
Hyatt Regency Rochester	10:15am – 10:45am	Angus Kingon & Team; <i>PFI Update</i>
Hyatt Regency Rochester	10:45am – 2:00pm	Dr. Lynda Aiman-Smith; <i>Designing the Future of Services Science Research</i>
Hyatt Regency Rochester	12:00pm – 12:15pm	BREAK & Boxed Lunches delivered for Working Lunch
Hyatt Regency Rochester	2:00pm	Meeting Concluded