

**April 12, 2010**
**Monday**
**As of 3/29/2010**

Salons A,B,C	5:30pm - 7:30pm	Registration / Networking Reception
Lab	7:30pm - 8:30pm	Quick Look at TMA Products & Services
Salon E	7:30pm - 8:30pm	What to do at the Conference

**April 13, 2010**
**Tuesday**

Sequoia	7:00am - 8:30am	Breakfast
Lobby	7:30am - 8:30am	Registration
Maple	9:45am - 5:30pm	Computer Lab Open
	8:30am - 9:45am	General Session

Salons A, B, C, D	<b>Welcome &amp; Opening</b> <i>John C. Smith, TMA Chief Executive Officer, TMA</i> <i>Gary Schaecher, Founder, TMA</i>	
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<b>Ballroom Foyer</b>	9:45am - 10:00am	Morning Break
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	10:00am - 11:15am	Breakout Sessions	Product	Optional Day / Time
Salon A	<b>iServiceDesk Basics</b> <i>Gary Cox, TMA Systems</i>		Desktop	W 10:00
Salon D	<b>Implementing and Using mobileTMA for Desktop</b> <i>Michelle Key, University of Arkansas</i>		Desktop	T 1:00
Salon B	<b>TMA v9.0 Progress and Update</b> <i>Gary Schaecher, TMA Systems</i>		Desktop	T 1:00
Pecan	<b>TMA Report Manager</b> <i>Katherine George, TMA Systems</i>		Desktop	Th 8:30
Salon C	<b>Streamlining the Work Order Process</b> <i>Richard VanSchoonhoven, University of Wisconsin-Whitewater</i>		General	Th 1:00
Dogwood	<b>Using TMA in the Biomed Environment</b> <i>Wade Quinton, TMA Systems</i>		General	Th 1:00
Salon E	<b>Implementing mobileTMA in a Wireless WebTMA Environment</b> <i>Rhonda Faye, North Mississippi Health Systems</i>		WebTMA	Th 8:30
Magnolia	<b>Key Management in WebTMA</b> <i>Hyon Kim, TMA Systems</i>		WebTMA	Th 1:00
Sycamore	<b>Managing and Using Task Codes in WebTMA</b> <i>Ismael Hashim, TMA Systems</i>		WebTMA	T 1:00
Redbud	<b>Workshop - WebTMA for Dummies*</b> <i>Suzanne Wong, TMA Systems</i> <i>*Pre-registration required for all workshops - e-mail UC2010@tmasystems.com</i>		WebTMA	Th 8:30

<b>Sequoia</b>	11:15am - 1:00pm	Lunch
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**April 13, 2010**

**Tuesday (cont.)**

	1:00pm - 2:15pm	Breakout Sessions	Product	Optional Day / Time
Salon D	<b>Implementing and Using mobileTMA for Desktop</b> <i>Michelle Key, University of Arkansas</i>		Desktop	T 10:00
Pecan	<b>Key Management for Desktop</b> <i>Tim Prado, TMA Systems</i>		Desktop	Th 8:30
Salon C	<b>Scheduled Maintenance in TMA</b> <i>Larry Olofson, University of Iowa</i>		Desktop	W 1:00
Salon B	<b>TMA v9.0 Progress and Update</b> <i>Gary Schaecher, TMA Systems</i>		Desktop	T 10:00
Redbud	<b>Workshop - TMA Desktop for Dummies</b> <i>Brian Barnett, TMA Systems</i> <i>*Pre-registration required for all workshops - e-mail UC2010@tmasystems.com</i>		Desktop	Th 2:30
Salon E	<b>Finding Your Way - TMA and Geographic Information Systems (GIS)</b> <i>Patrick Smith, Luis Pino, &amp; Ross Powell, TMA Systems</i> <i>George Dailey &amp; April Garner, ESRI</i>		General	W 10:00
Salon A	<b>Full Circle Work Order Management</b> <i>Frank Lucas, University of Las Vegas-Nevada</i>		General	W 8:30
Magnolia	<b>Executive Dashboard for WebTMA</b> <i>Adam Peterson, TMA Systems</i>		WebTMA	W 10:00
Sycamore	<b>Managing and Using Task Codes in WebTMA</b> <i>Ismael Hashim, TMA Systems</i>		WebTMA	T 10:00
Dogwood	<b>Scheduling and Time Management in WebTMA</b> <i>Jake Leon, TMA Systems</i>		WebTMA	Th 1:00
<b>Ballroom Foyer</b>	<b>2:15pm -2:30pm</b>	<b>Afternoon Break</b>		

**April 13, 2010 Tuesday (cont.)**

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**2:30pm - 3:45pm Industry Roundtables**

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Salon A **Roundtable Discussion - College and University**Salon B **Roundtable Discussion - Healthcare**Salon C **Roundtable Discussion - Education K-12**Salon D **WebTMA Roundtable - All Industries**Dogwood **Roundtable Discussion - Government/Parks**Pecan **Roundtable Discussion - Corporate**

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**4:00pm - 5:00pm Panel Discussions**

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Salon D **Maintaining the Desktop TMA Database and Upgrading the Application**Salon E **Using TMA and WebTMA in Biomed**

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**Marriott Lobby 5:30pm Buses Depart Marriott for ONEOK**

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**ONEOK Field 6:00pm - ? pm Ballpark Dinner  
Tulsa Drillers Baseball Game**

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## April 14, 2010    Wednesday

Sequoia	<b>7:00am - 8:30am</b>	<b>Breakfast</b>		
Maple	<b>8:00am - 7:00pm</b>	<b>Computer Lab Open</b>		
	<b>8:30am - 9:45am</b>	<b>Breakout Sessions</b>	<b>Product</b>	<b>Optional Day / Time</b>
Salon B	<b>Planning for the Update to TMA v9.0</b> <i>JT Young and Jenny Pino, TMA Systems</i>		Desktop	W 10:00
Magnolia	<b>Set-up and Basics of the Custodial Module</b> <i>Katherine George, TMA Systems</i>		Desktop	Th 2:30
Salon C	<b>TMA v9.0 Integration - What's Available</b> <i>Darren Brown, TMA Systems</i>		Desktop	Th 1:00
Redbud	<b>Workshop - Executive Dashboard for Desktop*</b> <i>Sue VanCleve, University of New Mexico</i> <i>*Pre-registration required for all workshops - e-mail UC2010@tmasystems.com</i>		Desktop	Th 10:00
Salon A	<b>Full Circle Work Order Management</b> <i>Frank Lucas, University of Las Vegas-Nevada</i>		General	T 1:00
Birch	<b>Proposed Fleet Maintenance Enhancements</b> <i>Gary Schaecher, TMA Systems</i>		General	W 1:00
Dogwood	<b>Topic of Interest: JasperServer and Cloud Computing - What are they and how are they used? (Technical)</b> <i>Jan Aleman, CEO Servoy</i>		Technical	
Salon E	<b>Management Track - Striving for Excellence in a Shrinking Budget Environment</b> <i>Rick Storlie, University of Nevada-Las Vegas</i>		Mgmt Track	Th 8:30
Salon D	<b>General Inspections - WebTMA</b> <i>Henri-Jules Bujold, Cirque du Soleil</i>		WebTMA	Th 10:00
Sycamore	<b>The WebTMA Report Manager - Classroom</b> <i>Hyon Kim, TMA Systems</i>		WebTMA	W 1:00
Pecan	<b>What's New in WebTMA (CAFM, GIS, Authorization Routing, medTester)</b> <i>Sarah Meldrum, John Kurtzweil and Ross Powell, TMA Systems</i>		WebTMA	Th 8:30
<b>Ballroom Foyer</b>	<b>9:45am - 10:00am</b>	<b>Morning Break</b>		

## April 14, 2010    Wednesday (cont.)

	10:00am - 11:15am	Breakout Sessions	Product	Optional Day / Time
Sycamore	<b>iServiceDesk Basics</b> <i>Gary Cox, TMA Systems</i>		Desktop	T 10:00
Salon B	<b>Planning for the Update to TMA v9.0</b> <i>JT Young and Jenny Pino, TMA Systems</i>		Desktop	W 8:30
Salon C	<b>Setup and Using mobileTMA in a Secure Wireless Environment</b> <i>Ted Willing, Architect of the Capitol</i> <i>GJ Koehler, TMA Systems</i>		Desktop	W 2:30
Salon A	<b>Are You Thinking About a Warehouse?</b> <i>Brent Critchley, Greece Unified School District</i>		General	W 2:30
Dogwood	<b>Finding Your Way - TMA and Geographic Information Systems (GIS)</b> <i>Patrick Smith, Luis Pino, &amp; Ross Powell, TMA Systems</i> <i>George Dailey &amp; April Garner, ESRI</i>		General	T 1:00
Salon D	<b>Room Inspections</b> <i>Todd Neavin, Kendal @ Hudson</i>		General	Th 2:30
Salon E	<b>21st Century Carrot and Stick - Feedback and Recognition Skills for Managers</b> <i>Kerry Joels, TMA Systems</i>		Mgmt Track	
Pecan	<b>Custodial Management for WebTMA</b> <i>Ismael Hashim, TMA Systems</i>		WebTMA	Th 2:30
Magnolia	<b>Executive Dashboard for WebTMA</b> <i>Adam Peterson, TMA Systems</i>		WebTMA	T 1:00
Redbud	<b>Workshop - Hands-on Report Writing in WebTMA 4.0</b> <i>Hyon Kim, TMA Systems</i> <i>*Pre-registration required for all workshops - e-mail UC2010@tmasystems.com</i>		WebTMA	W 2:30
Sequoia	11:15am - 1:00pm	<b>Lunch (Sequoia) - Special Guest - Dr. Andrew Urich</b> <b><i>Perfecting Your Professional Image</i></b>		

## April 14, 2010    Wednesday (cont.)

1:00pm - 2:15pm		Breakout Sessions	Product	Optional Day / Time
Salon B	<b>Case Study: Life Safety Practices</b> <i>Mickey Eberts and Molly Jantz, Via Christi Health System</i>		Desktop	Th 8:30
Salon C	<b>Case Study: Project Management</b> <i>Rob Leach, Brevard County Public Schools</i>		Desktop	Th 10:00
Salon E	<b>Scheduled Maintenance in TMA</b> <i>Larry Olofson, Iowa State University</i>		Desktop	T 1:00
Salon D	<b>Tips and Tricks for Desktop - Part 1</b> <i>Jenny Pino and Lenore Marlow, TMA Systems</i>		Desktop	Th 1:00
Dogwood	<b>Proposed Fleet Maintenance Enhancements</b> <i>Gary Schaecher, TMA Systems</i>		General	W 8:30
Salon A	<b>Management Track - Tune Up Your Negotiation Skills</b> <b>Dr. Andrew Urich</b>		Mgmt Track	
Pecan	<b>Advanced Materials Management in WebTMA - Including Invoicing</b> <i>Katherine George, TMA Systems</i>		WebTMA	Th 1:00
Magnolia	<b>Project Management in WebTMA</b> <i>Ismael Hashim, TMA Systems</i>		WebTMA	Th 1:00
Sycamore	<b>The WebTMA Report Manager</b> <i>Hyon Kim, TMA Systems</i>		WebTMA	W 8:30
Redbud	<b>Workshop - mobileTMA and CellularTMA Basics for WebTMA</b> <i>Derek Edwards and Tammy Hilmer, TMA Systems</i> <i>*Pre-registration required for all workshops - e-mail UC2010@tmasystems.com</i>		WebTMA	
<b>Ballroom Foyer</b>	<b>2:15pm - 2:30pm</b>	<b>Afternoon Break</b>		

## April 14, 2010    Wednesday (cont.)

2:30pm - 3:45pm		Breakout Sessions	Product	Optional Day / Time
Sycamore	<b>iServiceDesk Advanced</b> <i>JT Young and Tim Prado, TMA Systems</i>		Desktop	Th 1:00
Salon B	<b>Maintaining Your Database through Cuts, Layoffs and Hiring Freezes</b> <i>Ted Gross, Fort Lewis College</i>		Desktop	Th 10:00
Salon C	<b>Setup and Using mobileTMA in a Secure Wireless Environment</b> <i>Ted Willing, Architect of the Capitol</i> <i>GJ Koehler, TMA Systems</i>		Desktop	W 10:00
Salon D	<b>Tips and Tricks for Desktop - Part 2</b> <i>Jenny Pino and Lenore Marlow, TMA Systems</i>		Desktop	Th 2:30
Salon A	<b>Are You Thinking About a Warehouse?</b> <i>Brent Critchley, Greece Unified School District</i>		General	W 10:00
Salon E	<b>Improve Your Effectiveness Through Becoming a Strong Leader</b> <i>John Smith, TMA Systems</i>		Mgmt Track	
Pecan	<b>Contracts/Contractors - WebTMA</b> <i>Tammy Hilmer, TMA Systems</i>		WebTMA	Th 10:00
Dogwood	<b>Responsibilities of the WebTMA Administrator</b> <i>Adam Peterson, TMA Systems</i>		WebTMA	Th 2:30
Magnolia	<b>Scheduled Maintenance in WebTMA</b> <i>Darren Brown, TMA Systems</i>		WebTMA	Th 2:30
Redbud	<b>Workshop - Hands-on Report Writing in WebTMA 4.0</b> <i>Hyon Kim, TMA Systems</i> <i>*Pre-registration required for all workshops - e-mail UC2010@tmasystems.com</i>		WebTMA	W 10:00
4:00pm - 5:00pm		Optional Sessions		
Redbud	<b>Interactive Demonstration: Barcoding with mobileTMA</b> <i>*Pre-registration require for all workshops - e-mail UC2010@tmasystems.com</i>			
Sycamore	<b>Panel Discussion: Getting Started with Inventory Management</b>			
Sequoia	6:00pm - 7:00pm	Dinner		
Salons A,B,C	7:00pm - 10:00pm	Casino Night - Casino games & drawings for prizes		
Phil's	8:00 PM	Karaoke		

## April 15, 2010    Thursday

Sequoia	<b>7:00am - 8:30am</b>	<b>Breakfast</b>		
Maple	<b>8:00am - 3:45pm</b>	<b>Computer Lab Open</b>		
	<b>8:30am - 9:45am</b>	<b>Breakout Sessions</b>	<b>Product</b>	<b>Optional Day / Time</b>
Salon C	<b>Accounting Aspects of Desktop TMA</b> <i>Darren Brown, TMA Systems</i>		Desktop	Th 10:00
Salon B	<b>Case Study: Life Safety Practices</b> <i>Mickey Eberts and Molly Jantz, Via Christi Health System</i>		Desktop	W 1:00
Salon A	<b>Key Management - Desktop</b> <i>Tim Prado, TMA Systems</i>		Desktop	T 1:00
Pecan	<b>The TMA Report Manager</b> <i>Katherine George, TMA Systems</i>		Desktop	T 10:00
Sycamore	<b>Capital Planning and Facilities Condition Assessment</b> <i>Gary Schaecher and Todd Schaecher, TMA Systems</i>		General	
Salon E	<b>Management Track - Striving for Excellence in a Shrinking Budget Environment</b> <i>Rick Storlie, University of Nevada-Las Vegas</i>		Mgmt Track	W 8:30
Magnolia	<b>Facility Scheduler - Event Scheduler - Fleet Management for WebTMA</b> <i>LeAnn Leon, TMA Systems</i>		WebTMA	Th 10:00
Salon D	<b>Implementing mobileTMA in a Wireless WebTMA Environment</b> <i>Rhonda Faye, North Mississippi Health Systems</i>		WebTMA	T 10:00
Dogwood	<b>What's New in WebTMA (CAFM, GIS, Authorization Routing, medTester)</b> <i>Sarah Meldrum, John Kurtzweil and Ross Powell, TMA Systems</i>		WebTMA	W 8:30
Redbud	<b>Workshop - WebTMA for Dummies</b> <i>Suzanne Wong, TMA Systems</i> <i>*Pre-registration required for all workshops - e-mail UC2010@tmasystems.com</i>		WebTMA	T 10:00
<b>Ballroom Foyer</b>	<b>9:45am -10:00am</b>	<b>Morning Break</b>		

## April 15, 2010    Thursday (cont.)

	10:00am - 11:15am	Breakout Sessions	Product	Optional Day / Time
Sycamore	<b>Accounting Aspects of Desktop TMA</b> <i>Darren Brown, TMA Systems</i>		Desktop	Th 8:30
Salon B	<b>Basic iReport Report Writing for TMA v9.0</b> <i>Tim Prado, TMA Systems</i>		Desktop	Th 2:30
Salon C	<b>Case Study: Project Management</b> <i>Rob Leach, Brevard County Public Schools</i>		Desktop	W 1:00
Salon A	<b>Maintaining Your Database through Cuts, Layoffs and Hiring Freezes</b> <i>Ted Gross, Fort Lewis College</i>		Desktop	W 2:30
Dogwood	<b>Scheduling and Time Management in TMA Desktop</b> <i>Gary Cox, TMA Systems</i>		Desktop	Th 2:30
Redbud	<b>Workshop - Executive Dashboard for Desktop*</b> <i>Sue VanCleve, University of New Mexico</i> <i>*Pre-registration required for all workshops - e-mail UC2010@tmasystems.com</i>		Desktop	W 8:30
Salon E	<b>Basics of mobileTMA for WebTMA (Not a Hands-on session)</b> <i>Derek Edwards, TMA Systems</i> <i>Hyon Kim, TMA Systems</i>		WebTMA	
Pecan	<b>Contracts/Contractors - WebTMA</b> <i>Tammy Hilmer, TMA Systems</i>		WebTMA	W 2:30
Salon D	<b>General Inspections - WebTMA</b> <i>Henri-Jules Bujold, Cirque du Soleil</i>		WebTMA	W 8:30
Magnolia	<b>Facility Scheduler - Event Scheduler - Fleet Management for WebTMA</b> <i>LeAnn Leon, TMA Systems</i>		WebTMA	Th 8:30
<b>Sequoia</b>	<b>11:15am - 1:00pm</b>	<b>Lunch</b>		

## April 15, 2010 Thursday (cont.)

	1:00pm - 2:15pm	Breakout Sessions	Product	Optional Day / Time
Salon A	<b>iServiceDesk Advanced</b> <i>JT Young and Tim Prado, TMA Systems</i>		Desktop	W 2:30
Salon C	<b>Tips and Tricks for Desktop - Part 1</b> <i>Jenny Pino and Lenore Marlow, TMA Systems</i>		Desktop	W 1:00
Salon D	<b>TMA v9 Integration - What's Available</b> <i>Darren Brown, TMA Systems</i>		Desktop	W 8:30
Redbud	<b>Workshop - mobileTMA and CellularTMA Basics for Desktop</b> <i>Derek Edwards and Tammy Hilmer, TMA Systems</i> <i>*Pre-registration required for all workshops - e-mail UC2010@tmasystems.com</i>		Desktop	
Salon B	<b>Streamlining the Work Order Process</b> <i>Richard VanSchoonhoven, University of Wisconsin-Whitewater</i>		General	T 10:00
Dogwood	<b>Using TMA and WebTMA in the Biomed Environment</b> <i>Wade Quinton, TMA Systems</i>		General	T 10:00
Sycamore	<b>Advanced Materials Management in WebTMA</b> <i>Katherine George, TMA Systems</i>		WebTMA	W 1:00
Magnolia	<b>Key Management in WebTMA</b> <i>Hyon Kim, TMA Systems</i>		WebTMA	T 10:00
Salon E	<b>Project Management in WebTMA</b> <i>Ismael Hashim, TMA Systems</i>		WebTMA	W 1:00
Pecan	<b>Scheduling &amp; Time Management in WebTMA</b> <i>Jake Leon, TMA Systems</i>		WebTMA	T 1:00
<b>Ballroom Foyer</b>	<b>2:15pm -2:30pm</b>	<b>Afternoon Break</b>		

## April 15, 2010 Thursday (cont.)

	2:30pm - 3:45pm	Breakout Sessions	Product	Optional Day / Time
Salon B	<b>Basic iReport Report Writing for TMA v9.0</b> <i>Tim Prado, TMA Systems</i>		Desktop	Th 10:00
Pecan	<b>Contract/Contractors for Desktop TMA</b> <i>Tammy Hilmer, TMA Systems</i>		Desktop	
Salon A	<b>Scheduling and Time Management in TMA Desktop</b> <i>Gary Cox, TMA Systems</i>		Desktop	Th 10:00
Magnolia	<b>Set-up and Basics of the Custodial Module</b> <i>Katherine George, TMA Systems</i>		Desktop	W 8:30
Salon C	<b>Tips and Tricks for Desktop - Part 2</b> <i>Jenny Pino and Lenore Marlow, TMA Systems</i>		Desktop	W 2:30
Redbud	<b>Workshop - TMA Desktop for Dummies</b> <i>Brian Barnett, TMA Systems</i> <i>*Pre-registration required for all workshops - e-mail UC2010@tmasystems.com</i>		Desktop	T 1:00
Salon D	<b>Room Inspections</b> <i>Todd Neavin, Kendal @ Hudson</i>		General	W 10:00
Sycamore	<b>Custodial Management for WebTMA</b> <i>Ismael Hashim, TMA Systems</i>		WebTMA	W 10:00
Salon E	<b>Responsibilities of the WebTMA Administrator</b> <i>Adam Peterson, TMA Systems</i>		WebTMA	W 2:30
Dogwood	<b>Scheduled Maintenance in WebTMA</b> <i>Darren Brown, TMA Systems</i>		WebTMA	W 2:30
Salons B,C,D	4:00pm - 4:30pm	Conference Closing		

## April 16, 2010 Friday Bonus Sessions

9:00am - 10:30am

Sycamore	<b>Customizing HTML for iServiceDesk</b> <i>Tim Prado, TMA Systems</i>			
Redbud	<b>Hands-on Report Writing in WebTMA v4.x</b> <i>Pre-registration required for all workshops - e-mail uc2010@tmasystems.com</i> <i>Hyon Kim, TMA Systems</i>			
Pecan	<b>Creating a Basic Project in TMA Desktop</b> <i>Katherine George, TMA Systems</i>			