



Choose Success. Choose Fusion.

**St. Louis Regional User Group  
June 8th 2017  
Agenda**

Kindly hosted by Mastercard: 2200 Mastercard Boulevard, O'Fallon, MO 63368

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| <b>8.30am</b>  | <b>Arrivals</b>  |
| <b>9.00am</b>  | <b>Welcome and Introductions</b><br>Regional User Group Advisory Committee (30 mins)   |
| <b>9.30am</b>  | <b>What's Trending at Fusion</b><br>Tracey (Forbes) Rice, Fusion Risk Management (15 mins)   |
| <b>9.45am</b>  | <b>Welcome and Opening Remarks from Mastercard Management</b><br>Brian Wickenhauser, Vice President Security Event Management<br>John Artman, Director of Crisis Management & Business Continuity                              |
| <b>9.50am</b>  | <b>Customer Spotlight – Global Incident Response Program using the Fusion Framework System</b><br>Cindy Backer, Micah Ward, Jon Grubb and Chris Thayer, Mastercard (60 mins)   |
| <b>10.45am</b> | <b>Networking Break (15 mins)</b>  |
| <b>11.00am</b> | <b>Customer Spotlight – Business Recovery &amp; Crisis Management using the Fusion Framework System</b><br>Cindy Backer and Sandra Althoff, Mastercard (45 mins)   |
| <b>11.45am</b> | <b>Lunch (30 mins)</b>   |
| <b>12.15pm</b> | <b>Customer Spotlight – Disaster Recovery using the Fusion Framework System</b><br>Kim Jones and Dave Lawton, Mastercard (45 mins)   |
| <b>1.00pm</b>  | <b>BCM Innovators Exchange</b><br>Designed to promote thought leadership and innovation in BCM, use this opportunity to share best practices, creative concepts and solutions, leading edge ideas and industry news. (60 mins) |
| <b>2.00pm</b>  | <b>Networking Break (15 mins)</b>  |
| <b>2.15pm</b>  | <b>Product Tips &amp; Tricks from the Product Team</b><br>Mike Geier, Fusion Risk Management - Product Team (30 mins)  |
| <b>2.45pm</b>  | <b>Planning Discussion for Next Meeting</b><br>Regional User Group Advisory Committee (15 mins)  |
| <b>3.00pm</b>  | <b>Closing Comments</b>  |

**Please read page 2 for details of meeting location and logistics**



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Meeting Logistics**

**Meeting Location:**

Mastercard: 2200 Mastercard Boulevard, O'Fallon, MO 63368

**Registration:**

Please register for this meeting in advance, you can register here: <http://go.fusionrm.com/ug-st.louis-06-RSVP.html>  
You must be on the attendee list to clear Mastercard security on the day of the meeting!

**Parking and Security:**

Visitor Parking is available at the location. When you arrive at the location, please check-in at the guard shack and lobby with a valid photo ID to present to security. Please allow for **15-20 minutes** to clear security. Mastercard employees will escort you to the meeting room.

**Breakfast and Lunch:**

Breakfast and lunch are provided by Fusion at no cost to the attendees.

**What to bring with you:**

We encourage each attendee to bring some content with them to share with the group:

1. An accomplishment in your program that you are extremely proud of:
  - a. a new process you designed to become more efficient;
  - b. a new capability you developed on the Fusion Framework System;
  - c. a solution to a challenge you were faced with.
2. A problem or challenge you are facing or struggling to resolve:
  - a. specific to your program;
  - b. specific to your organization or industry;
  - c. specific to your implementation of the Fusion Framework System.

**Meeting Format:**

Although the official meeting agenda ends at 3.00pm, all attendees are invited to stay for additional networking opportunities with Fusion users and further discussions with the Fusion staff.

**2017 Future Meeting Schedule:**

9/14/2017	St. Louis	Worldwide Technologies
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12/7/2017	St. Louis	Charter Communications, 13736 Riverport Drive, St. Louis MO 63043
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