

Monday, May 16, 2011



8:00 – 9:00 a.m.	Continental Breakfast – Cortland & Fireside Rooms		
9:00 a.m. – 10:00 a.m.	Registration – Fireside Ballroom Lobby		
10:00 a.m. – 10:30 a.m.	Welcome & Opening Session with Peter Palumbo, Fiserv – Cortland & Fireside Ballroom		
10:30 a.m. – 10:45 a.m.	Break – Cortland & Fireside Ballroom		
10:45 a.m. – 12:30 p.m.	CUSA Platform Breakout & Demo	Reliance 7.1 New Features	
12:30 p.m. – 1:30 p.m.	Lunch – Cortland & Fireside Ballroom		
1:30 p.m. – 3:00 p.m.	Credit Union Technology – Now & In The Future		
3:00 p.m. – 3:15 p.m.	Break – Cortland & Fireside Ballroom		
3:15 p.m. – 4:30 p.m.	Business Continuity & Disaster Recovery – Taylor & Beacon Rooms, Jeff Olejnik, Assurity River Group		
	*1-on-1 Crystal or CU Plan: 30 minute sessions by appointment only - Fuji Room		
5:30 p.m. – 7:30 p.m.	Vendor Hospitality Night – Compliments of our Premier Sponsor: Fiserv/CUSA – Cortland & Fireside Ballroom		

Tuesday, May 17, 2011

8:00 – 9:00 a.m.	Continental Breakfast – Cortland & Fireside Ballroom			
Breakout Rooms	Braeburn	Beacon	Taylor	Exec. Conf. Room
9:00 a.m. - 10:30 a.m.	CUSA: What's New in GUI	Reliance: Platform Breakout & Demo	Fiserv EFT: Fraud	Crystal Reports: Intro to Model Rpts
	*1-on-1 CU Plan: 30 minute sessions by appointment only - Fuji Room			
10:30 a.m. - 10:45 a.m.	BREAK - Cortland & Fireside Ballroom			
10:45 a.m. - 12:00 noon	CUSA: Ask the Instructor	CUSA & Reliance: Loan Desk	Investment Alternatives	*1-on-1 Crystal or CU Plan: 30-minute sessions by appt. only
12:00 noon - 1:00 p.m.	LUNCH - Cortland & Fireside Ballroom			

(continued on next page)

*Please contact Patricia Larsen to reserve a time slot for 1-on-1 CUPlan training at Patricia.Larsen@fiserv.com or 1-800-5682872 ext. 8718
Please contact Lacey Reynolds to reserve a time slot for 1-on-1 Crystal training at Lacey.Reynolds@fiserv.com or 1-800-568-2872 ext. 8705

Tuesday, May 17, 2011

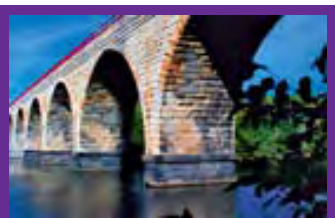
(continued from previous page)

Breakout Rooms	Braeburn	Beacon	Taylor	Exec. Conf. Room
1:00 p.m. - 2:30 p.m.	Converge IT:	Reliance: Set-up & Back Office Controls	Nautilus	*1-on-1 Crystal or CU Plan: 30-minute sessions by appt. only
2:30 p.m. - 2:45 a.m.	BREAK - Cortland & Fireside Ballroom			
2:45 p.m. - 4:30 p.m.	CUSA: AMS	Reliance: Ask the Instructor	Risk Mgmt: Integrating IT with Audit Functions	*1-on-1 Crystal or CU Plan: 30-minute sessions by appt. only
5:30 p.m. - 10:30 p.m.	"It's a Sure Bet" Casino Night - Cortland & Fireside Ballroom Including lots of gaming, hot & cold appetizers, cash bar & live auction			

Wednesday, May 18, 2011

8:00 a.m. - 9:00 a.m.	Full Breakfast / Grand Prize Drawing / Silent Auction - Cortland & Fireside Ballroom			
Breakout Rooms	Braeburn	Beacon	Taylor	Exec. Conf. Room
9:00 a.m. - 10:30 a.m.	CUSA: Ask the Instructor	Reliance: Converge IVR / Virtual Branch	Marketing on a Shoestring	*1-on-1 Crystal or CU Plan: 30-minute sessions by appt. only
10:30 a.m. - 10:45 a.m.	BREAK - Cortland & Fireside Ballroom			
10:45 p.m. - 12:00 noon	CUSA: What's New in GUI	Reliance: Relationship Pricing	Budgeting to Succeed	*1-on-1 Crystal or CU Plan: 30-minute sessions by appt. only

**Please contact Patricia Larsen to reserve a time slot for 1-on-1 CUPlan training at Patricia.Larsen@fiserv.com or 1-800-5682872 ext. 8718
Please contact Lacey Reynolds to reserve a time slot for 1-on-1 Crystal training at Lacey.Reynolds@fiserv.com or 1-800-568-2872 ext. 8705*



See you in Green Bay, WI in 2012!