Day	Date	AEST Start	AEST End	Track	Session Title	Session Description	Speaker(s)
Wednesday	26-Aug	Midnight (Wed)	1:00 AM	Keynote	The Power of Rejection by Jia Jiang (*LIVE) (Sponsored by NetDocuments; session will announce Lifetime Achievement Award)	The fear of rejection can hold you back. Our natural tendency is to avoid it at all costs which can be detrimental to our businesses, careers, and lives. In 2012, to overcome his own fear of rejection, entrepreneur Jia Jiang started an experiment to be rejected every day for 100 days. In this engaging presentation, Jia shares stories from his rejection experiment to teach you the importance of becoming rejection-proof, the basic principles of turning a NO into YES, as well as how to get more YESes.	Jia Jiang, Owner, Rejection Therapy and CEO, DareMe
Wednesday	26-Aug	1:00 AM	2:00 AM	Company Update	NetDocuments	The world, as evidenced during the recent events of 2020, has the ability to change instantly, nearly overnight. With these changes comes an even greater need for a platform that can adjust and adapt with you, giving you security, peace-of-mind, and the ability to work just as you would in the office from anywhere on the globe.	Josh Baxter, NetDocuments Dan Hauck, NetDocuments Alvin Tedjamulia, NetDocuments
Wednesday	26-Aug	1:30 AM	2:30 AM	Master Class	Olenick - Automation Projects - Requirements and Evaluation	Choosing what to automate and the best product/service in a legal organization isn't easy. You can't afford to make bad choices in the current economic climate. You have to balance the risks and costs of using your own resources and skills against automating the processes yourselves or moving to a managed service. Having good requirements are key to you making good decisions and being successful in your automation projects. In this Master Class we take a deep dive into the questions to ask internally, identifying risk areas in current manual processes and prioritizing automation needs. We share our experience in developing automation requirements and evaluating automation products and services. Our focus will be on workflow tools / RPA (Robotic Process Automation) and software testing automation.	Rick Lesley, Olenick TJ Johnson, Olenick
Wednesday	26-Aug	1:30 AM	2:15 AM	Data Science	Data Science [101] - Build an Effective Data Science Model	This is a basic session for people who are interested in model building, data science and the framework necessary to make a project successful from within the legal space.	Alec Lovlein, Fish and Richardson P.C.
Wednesday	26-Aug	1:30 AM	2:15 AM	Knowledge Management	Help Me Help You! Getting Attorneys to Participate	Sometimes the hardest part of a successful implementation is getting attorneys to do what we need them to do. In this virtual solution room, learn the tricks of the trade from firms who have successfully found ways to cajole attorneys to participate. Examples include creative ways to get attorneys to fill out post-matter forms, judge feedback, close matters on time, enter billing time, provide budget post-mortems, and more!	Michael Ertel, Paul Hastings LLP
Wednesday	26-Aug	1:30 AM	2:15 AM	Knowledge Management	Design Thinking Virtually	Following an overview of what design thinking is and how it applies to law firms, attendees will participate in a workshop and see design thinking begin to unfold before their eyes in real time. Panel experts will then provide tips and takeaways that you can use as you continue on your design thinking journey.	Michael Callier, Pivot Legal Solutions☐ Manyee Chow, Orrick, Herrington & Sutcliffe LLP Markus Grupp, Kira Systems Maximilian Paterson, Neota Logic Nicola Shaver, Paul Hastings, LLP
Wednesday	26-Aug	1:30 AM	2:15 AM	Legal Service Delivery and Law Firm/Client Relations	Roundtable: Can't We (Corporate, Law Firms, Vendors) All Just Get Along?	Corporate/Law Firm/Vendor collaboration Topics Include: Implementing billing/outside counsel guidelines, Security reviews, Corp/law firm intranets, and Communication (formats, reporting). (*This session will not be recorded.)	Joey Seeber, Level 2 Legal Solutions Heidi Steinberg, EY Law
Wednesday	26-Aug	1:30 AM	2:15 AM	Training/User Support Track	Virtual Training 1 – Being Prepared to Reach a Remote Audience	From erratic internet connections to unreliable home computer environments, your virtual presentation can be crippled by complications before it even begins. What can you do before your presentation to ensure success? Do you have your pre-show checklist ready? What's your backup plan? Am I on mute? Learn how to navigate the pitfalls of virtual training and presenting so your audience can be focused on the content because the show must go on.	Rachel Baiden, Squire Patton Boggs Kendall☐Blue, Orrick
Wednesday	26-Aug	2:30 AM	3:30 AM	Master Class	Kira Systems - AI Frontiers in Legal	In the legal industry, as in other industries, Artificial Intelligence techniques and tools are being applied to many processes and workflows. This Master Class, led by Kira Systems' CTO Alexander Hudek, will bring you up to speed on the state of the art of AI in the legal space, and identify some of the areas where AI is proving most effective. It will also address the business and regulatory issues that AI are bringing to the industry, including privacy, explainability requirements, and the impact of AI on the legal labor market.	Alex Hudek, Kira Systems David Curle, Kira Systems
Wednesday	26-Aug	2:30 AM	3:15 AM	Data Science	Digital Operations – Powering the Next Generation Enterprise With Intelligent Automation Technologies	Every firm is looking to create competitive advantage by using advanced technologies that can enhance operational efficiencies and boost human capabilities. Augmenting humans with machine driven operations can deliver scale, speed and cost reduction. In this session, we will make a broad exploration of automation areas where Machine Learning, robotic process automation and business process management can be applied to deliver measurable business outcomes.	Vinay Mummigatti, Lexis Nexis
Wednesday	26-Aug	2:30 AM	3:15 AM	Knowledge Management	Create Your Own Mobile Application in 45 Minutes	You no longer have to be a developer to create your own app. In this dynamic workshop session, the first half will offer attendees to see some cutting edge mobile law firm apps, and then will be guided to create their own apps using low or no-code solutions for the remainder of the session. Attendees are advised to download the app on your laptop computer or mobile device prior to this session.	Chris Longmuir, Fliplet Ginevra Saylor, Gowling WLG LLP
Wednesday	26-Aug	2:30 AM	3:15 AM	Legal Service Delivery and Law Firm/Client Relations	Building Your Legal Operations Roadmap	Whether your organization is just getting started with legal operations or has had the function for some time, join us to learn from industry experts on how to use the Association of Corporate Counsel (ACC) industry maturity model to build your firm's road map. Learn recommendations for implementing ACC Model Controls to plan and prioritize your firm's security policies and make the most impact in your organization.	Kelly Griswold, Onna
Wednesday	26-Aug	2:30 AM	3:15 AM	Training/User Support Track	Troubleshooting 201 - Theory and Practice	This session will focus on effective troubleshooting techniques including the diagnosis of issues along with the tools used to assist in troubleshooting. This session will lend a special focus on the unique challenges of providing service and troubleshooting problems when you can't visit the user physically and just take over the user's laptop or keyboard.	Jim McKenna, Fenwick & West LLP

Day	Date	Start	End	Track	Session	Description	Speakers
Wednesday	26-Aug	3:45 AM	4:30 AM	Data Science	Low Bar To Entry - Get Started With Cloud-Based Machine Learning	Machine Learning (ML) projects are becoming increasingly common. In this workshop, you will learn how to get started with the basic concepts of machine learning using a variety of Azure Cloud AI services to help you get started on your journey. These core concepts and techniques will apply to other platforms such as Amazon Web Services (AWS) or Google Cloud Platform (GCP). Please bring a laptop and we will provide Azure Credits for you to complete the hands-on portion of the workshop. **Prerequisites:** - Some form of cloud platform availability - Basic understanding of workflows and flow diagrams	Cassie Breviu, Microsoft
Wednesday	26-Aug	3:45 AM	4:30 AM	Knowledge Management	Innovative Alternatives to Traditional Enterprise Search	With many law firms and legal departments now embarking on evaluating (or reevaluating) their enterprise search solutions, this timely survey of the state of Enterprise search in 2020 is for you. Enterprise search has never seen as many new players and features as today, our experts will help you make sense of your exciting opportunities in this expanding space.	Sean Coleman, BA Insight Douglas Freeman, White & Case LLP Zorik Pesochinsky, Thomson Reuters Richard Robbins, Sidley Austin LLP
Wednesday	26-Aug	3:45 AM	4:30 AM	Legal Service Delivery and Law Firm/Client Relations	Case Studies: Law Firm - Client Collaboration - a Tech-Driven Approach	Hear from the firms and their clients as they share successful case stories where they were able to shift collaboration out-of-the mailbox and into innovative collaboration platforms. Both sides of the relationship benefit from this collaboration effort to yield stronger ties, better service, and increased stickiness with the clients.	Ian Broom, Fliplet Catherine Goodman, Paul Hastings Dan Hauck, NetDocuments
Wednesday	26-Aug	3:45 AM	4:30 AM	Training/User Support Track	Virtual Training 2 – How to Be Effective in the New Normal	With today's workforce distributed across multiple time zones and locations, learning how to effectively train remotely is more important than ever. What can you do to keep a distracted audience engaged when you're not in the same room? How do you frame your content to appeal to the different ways that people like to learn? How do you adjust your communication methods and materials for better knowledge retention? Learn how to build rapport remotely and deliver effective and impactful training outcomes.	Carolyn Humpherys, Traveling Coaches, Inc.
Wednesday	26-Aug	4:30 AM	5:30 AM	Ask the Expert Chat	Ask the Expert - Flex Technology Group - Now Is the Ideal Time to Reassess, Adapt, and Renew Strategies for Office Technology at law firms	No one fully foresaw the extent of this C19 crisis. Firms have been disrupted and will not necessarily go back to normal. Instead, the current havoc has changed and continues to change the working landscape as we know it…which also changes how and where office technology is being used. Find out how FTG helps legal tech leaders react to the challenges, reassess what they do, reconfigure their firms' strategy and reinvent their activities to adapt to the disruption and prepare for the new normal.	Jeff Wilson, Flex Technology Group
Wednesday	26-Aug	4:30 AM	5:30 AM	Ask the Expert Chat	Ask the Expert - Intapp - Intapp's latest solutions for managing risk and compliance across the connected firm	In today's environment, Risk teams are faced with more pressures – and more opportunity – than ever before. From remote workforces to increasing client demands and requirements, risk and compliance functions have had to mature and professionalize to deal with new challenges. In this session, we will discuss the latest developments that Intapp's Risk solutions offer to turn these challenges into opportunities for firms to grow and thrive, including leveraging artificial intelligence (AI), gaining deeper insights with cloud capabilities, and the best ways to take advantage of the OnePlace connected platform.	Warren Knowles, Intapp Shalaka Natu, Intapp AJ Ratnaparkhi, Intapp
Wednesday	26-Aug	4:30 AM	5:30 AM	Ask the Expert Chat	Ask the Expert - eSentire - Stopping cyberattacks before they disrupt your firm		Mark Sangster, eSentire Tia Hopkins, eSentire
Wednesday	26-Aug	4:30 AM	5:30 AM	Ask the Expert Chat	Ask the Expert - SecurIT360 - Conversation with a Hacker	A conversation about how vulnerabilities are exploited to gain access, where bad actors go, what they can do, what information they get and how it is leveraged.	Brad Causey, SecurIT360
Wednesday	26-Aug	5:00 AM	6:00 AM	Watercooler Conversations	New Ways to Use Existing Products		
Wednesday	26-Aug	5:30 AM	6:15 AM	ILTA	ILTA LegalSEC - It Takes a Village Session	Some technology issues can only be solved through the combined efforts of the whole legal eco-system. Join us for a panel discussion on what your organization should do to address some of the more dangerous security issues we face today. And leave the session with simple ways to identify if your organization is open to these risks. *Powered by the LegalSEC Steering Committee and Partner Advisory Council	
Wednesday	26-Aug	5:30 AM	6:15 AM	Knowledge Management	KM Innovation on a Shoestring Budget	Sometimes, situations call for nontraditional solutions. When an issue arises in today's economic climate, solutions often must be devised with little to no budget or resources. In this show-and-tell session, see creative, exciting, and successful Legal Tech innovations that didn't break the bank.	Holly Hanna, Perkins Coie LLP Jennifer Mendez, Fisher Phillips Helen Wang, Organizing for Innovation LLC
Wednesday	26-Aug	5:30 AM	6:15 AM	Legal Service Delivery and Law Firm/Client Relations	Best Practices for Managing Outside Counsel	Explore how the most advanced legal operations departments are managing their use of outside counsel. We will discuss: Convergence/RFPs, Alternative pricing, Data Analyticsplus, Benchmarking, Rate Increase Requests, Qualitative Feedback Loops, Diversity/Pro Bono, and Training. (*This session will not be recorded.)	Lauren Chung, HBR Consulting Suzanne Miklos, General Motors Raul Taveras, General Motors
Wednesday	26-Aug	5:30 AM	6:15 AM	Training/User Support Track	Hands On Practical Troubleshooting	A workshop to work through hypothetical issues and the structure of your processes in finding solutions. This will include valuable tools, tips, and other resources.	Jason Baker, Fish & Richardson P.C. Eli Nussbaum, Keno Kozie
Wednesday	26-Aug	6:30 AM	7:30 AM	Master Class	Helient - Work From Anywhere Analysis - Virtual Desktops and/or VPN	Remote access has always been a topic of discussion in many firms. It traditionally has been an edge case, compared to primary data center operations. Now, millions of employees are working outside of the physical office. Providing employees a robust, reliable, secure workspace for delivering work product is essential. Is your firm surviving or thriving? What methods are being deployed, and do they work and are users happy? Does End User Experience matter? Come learn about a variety of methods for supporting today -- and tomorrow's remote workforce.	Will Fulmer, Helient Systems LLC
Wednesday	26-Aug	6:45 AM	7:30 AM	ILTA	Leading Transformational Change - Women's Perspectives	There is fundamental change underway in the legal industry, both in how law is practiced and in the organizational models of law firms and law departments. What is your role in getting your organization ready to succeed in the changing landscape? Are you helping manage the transformational change that is coming? Hear from two CIOs, from different sized firms, who helped and continue to help transform their organizations. Join us immediately following the session for a Zoom social where you'll be able to break into smaller groups and network amongst your peers!	Judi Flournoy, Kelley Drye & Warren LLP Evette Pastoriza Clift, Clifford Chance US LLP Jima Kato, Gibson, Dunn & Crutcher, L.L.P

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Wednesday	26-Aug	6:45 AM	7:30 AM	Knowledge Management	Experience Management Gone Horribly Wrong	Law firms have tackled experience management system implementations with mixed success. Learn from our experience management implementation experts about what can and has gone horribly wrong, how to avert disasters, and strategies for ensuring successful deployments.	Lynn Oser, LKO Information Management Consulting, LLC
Wednesday	26-Aug	6:45 AM	7:30 AM	Legal Service Delivery and Law Firm/Client Relations	Corporate Roundtable (Corporate Members Only)	Corporate members only. NOTE: This session will not be recorded.	Doug Kaminski, Cobra Legal Solutions
Wednesday	26-Aug	6:45 AM	7:30 AM	Training/User Support Track	Trainers Roundtable	Calling all training professionals! All are welcome to join in this engaging and open discussion covering a range of important issues in the learning and development realm. NOTE: This session will not be recorded.	Sean McGinty, Simplify Compliance Adell McMillon, Loeb & Loeb LLP Andre Quinones, Berger Singerman
Wednesday	26-Aug	7:30 AM	9:00 AM	Company Update	iManage	A conversation about how vulnerabilities are exploited to gain access, where bad actors go, what they can do, what information they get and how it is leveraged.	Neil Araujo, iManage Dan Carmel, iManage
Wednesday	26-Aug	8:00 AM	9:00 AM	Watercooler Conversations	Join Me For Wine		
Wednesday	26-Aug	8:00 AM	9:00 AM	Watercooler Conversations	Women In Technology		
Wednesday	26-Aug	8:00 AM	9:00 AM	Watercooler Conversations	Where Are You From?		
Wednesday	26-Aug	8:00 AM	9:00 AM	Watercooler Conversations	What Have You Learned?		
Wednesday	26-Aug	9:30 AM	10:30 AM	SOCIAL NETWORKING	Comedian Mark Brady sponsored by ZERO	Gather with your peers as Comedian Mark Brady takes the stage for some light-hearted fun sponsored by Zero Cognitive Systems	
Wednesday	26-Aug	10:00 AM	10:45 AM	Training/User Support Track	Troubleshooting 201 - Theory and Practice	This session will focus on effective troubleshooting techniques including the diagnosis of issues along with the tools used to assist in troubleshooting. This session will lend a special focus on the unique challenges of providing service and troubleshooting problems when you can't visit the user physically and just take over the user's laptop or keyboard.	Jim McKenna, Fenwick & West LLP
Wednesday	26-Aug	11:00 AM	11:45 AM	Data Science/ILTA	Data Science [101] - Build an Effective Data Science Model	This is a basic session for people who are interested in model building, data science and the framework necessary to make a project successful from within the legal space.	Alec Lovlein, Fish and Richardson P.C.
Wednesday	26-Aug	11:00 AM	12:00 PM	Watercooler Conversations	Join Me For a Beer		
Wednesday	26-Aug	11:00 AM	12:00 PM	Watercooler Conversations	Becoming an Ally		
Wednesday	26-Aug	1:00 PM	2:00 PM	Keynote	The Power of Rejection by Jia Jiang (*rebroadcast) (Sponsored by NetDocs; session will announce Lifetime Achievement Award)	The fear of rejection can hold you back. Our natural tendency is to avoid it at all costs which can be detrimental to our businesses, careers, and lives. In 2012, to overcome his own fear of rejection, entrepreneur Jia Jiang started an experiment to be rejected every day for 100 days. In this engaging presentation, Jia shares stories from his rejection experiment to teach you the importance of becoming rejection-proof, the basic principles of turning a NO into YES, as well as how to get more YESes.	Jia Jiang, Owner, Rejection Therapy and CEO, DareMe
Wednesday	26-Aug	5:00 PM	6:00 PM	Watercooler Conversations	Give Me a Tech Tip, I'll Tell You a Joke		
Wednesday	26-Aug	7:00 PM	12:30 PM	ILTA Hub	ILTA Hub Open		
Wednesday	26-Aug	6:00 PM	7:00 PM	Keynote	The Power of Rejection by Jia Jiang (*rebroadcast) (Sponsored by NetDocs; session will announce Lifetime Achievement Award)	The fear of rejection can hold you back. Our natural tendency is to avoid it at all costs which can be detrimental to our businesses, careers, and lives. In 2012, to overcome his own fear of rejection, entrepreneur Jia Jiang started an experiment to be rejected every day for 100 days. In this engaging presentation, Jia shares stories from his rejection experiment to teach you the importance of becoming rejection-proof, the basic principles of turning a NO into YES, as well as how to get more YESes.	Jia Jiang, Owner, Rejection Therapy and CEO, DareMe
Wednesday	26-Aug	8:00 PM	9:00 PM	Watercooler Conversations	What Have You Learned?		
Wednesday	26-Aug	8:00 PM	9:00 PM	Watercooler Conversations	IT Couponing		
Wednesday	26-Aug	10:30 PM	Midnight	Sponsor Spotlight	iManage - User Support Session		Chris RuBert, iManage Shawn Misquitta, iManage
Wednesday	26-Aug	11:00 PM	Midnight	Master Class	Tikit - If you don't get to know your clients, somebody else will	In an increasingly competitive business environment, with ever less loyal clients, the firms that succeed will be those who have processes in place to ensure the strongest possible connection to their clients and prospective clients. Join Tikit's Simon Elven and for a session on Wednesday August 26th, 8:00AM CDT / 2:00PM BST, that will show you how you can build, maintain and fully understand your client and prospect data and the strength of your relationship with them. We will show you how with integrated technology to you can also: make clear the web of relationships, and indicate important trends in the firm's overall relationship with target organisations using AI; and Assess whether your marketing and communication efforts are having the desired effect.	Simon Elven, Tikit
Wednesday	26-Aug	11:00 PM	Midnight	Watercooler Conversations	Things I Automated During Quarantine		
Wednesday	26-Aug	11:00 PM	Midnight	Watercooler Conversations	Join Me for a Bagel, Some Bacon, or a (Cold) Brew		
Wednesday	26-Aug	11:00 PM	8:00 AM	Watercooler Conversations	Litigation Support Track		
Wednesday	26-Aug	11:00 PM	8:00 AM	Watercooler Conversations	IT Operations Track		

Wednesday	26-Aug	11:00 PM	8:00 AM	Watercooler Conversations	Office 365 Track		
Wednesday	26-Aug	11:00 PM	8:00 AM	Watercooler Conversations	Marketing Track		
Wednesday	26-Aug	11:45 PM	12:00 AM	Press Briefing	Daily Press Briefing		
Thursday	27-Aug	Midnight (Thur)	1:00 AM	Keynote	After the Quake: Predictions for an Uncertain Legal Future by Richard Punt (*Live) (session will announce Solution Provider of the Year, Consultant of the Year, and Innovative Leader)	The last few months have shaken many of our most deeply held assumptions about the world around us. We are only just beginning to work through the longer term implications. For a legal market already in flux, we may look back at 2020 as being the year when its future direction was set. But what will that direction be – a return to business as usual, an acceleration of existing trends or genuine discontinuity? In this session, Richard Punt will provoke us to look beyond the here and now – to imagine our legal future.	Richard Punt, Legal Strategy & Market Development, Thomson Reuters
Thursday	27-Aug	1:30 AM	2:30 AM	Master Class	Attivo Networks - Prevent Lateral Movement and Data Exploitation	Attackers gather information once they infiltrate a network. They collect critical data such as local files of interest, mapped shares, or local/domain administrator accounts and conduct discovery activity on other hosts to move laterally, escalate privileges, or encrypt and steal data for ransom. Until now, there was no single security control that could prevent attackers from discovering and exploiting information they gather to progress their attacks. Enter deception technology, which can hide, deny, misdirect, and misinform such discovery, lateral movement, and data exploitation activities.	Carolyn Crandall, Attivo Networks Joseph Salazer, Attivo Networks
Thursday	27-Aug	1:30 AM	2:15 AM	IT Operations	Creating a Zero Trust Network Infrastructure	Organizations and law firms today have complex technology environments that are no longer defined by their location or trusted boundaries. The traditional firewalled perimeter security model with VPN access to core services doesn't provide the agility to protect resources regardless of location, nor does it meet the expanding reach of cloud services. "Zero Trust" is a security framework that has emerged to define authentication and least privileged access to resources and data. This session will provide understanding of zero trust concepts and also present a pathway to attain it.	Rich Lilly, Netrix LLC
Thursday	27-Aug	1:30 AM	2:15 AM	Litigation Support	Litigation Support Roundtable: Today's Challenges	Join your litigation support peers for an interactive discussion on topics such as quality control issues encompassing productions, document review and processing including a deep dive into issues surrounding time zones. (*This session will not be recorded.)	David Horrigan, Relativity Mike Quartararo, ACEDS
Thursday	27-Aug	1:30 AM	2:15 AM	Marketing	MBDKMT: You Can't Have One Without the Other	Alternate revenue streams. Increased competition. Unprecedented crises. Technology automation. This moderated panel will discuss these competing forces and their impact on the legal industry. Firms must pivot their strategy and lean on their MBD, KM, and Technology teams to drive brand expansion, open new paths to revenue growth, and utilize technology to deliver legal products and services. What does this mean for marketing and business development professionals?	John Albers, Fisher Phillips Amanda K. Brady, Legal Lean Sigma Institute LLC Stuart Davis, Dechert LLP JessicaMcGarity Smith, Elevate Services Catherine Zinn, Orrick, Herrington & Sutcliffe LLP
Thursday	27-Aug	1:30 AM	2:15 AM	Office 365	Microsoft Power Automate 101: A Hands-On Tutorial in Creating Flows	Microsoft Power Automate (formerly known as Flow) is a low-code, low-cost tool for automating workflows and data transfer across multiple Microsoft and non-Microsoft applications. In this hands-on workshop, you will have the opportunity to see some Flows in use today within the legal tech world and start building your own.	Shashi Kara, Sente Advisors
Thursday	27-Aug	2:30 AM	3:30 AM	Master Class	Mobile Helix - Stop Information Leaks with Azure Rights Management	This class will dive into what rights management is, how it works, and who the major providers are. The introduction to the class will discuss the goals of Information Rights Management, what specific security problems IRM solves, and some of the major challenges IRM presents, particularly focused on how to navigate the tradeoff between protection and practicality with IRM technologies.	Seth Hallem, Mobile Helix
Thursday	27-Aug	2:30 AM	3:15 AM	IT Operations	COVID 19 IT Operations Success Stories	COVID-19 created a number of challenges for IT Operations, but from those challenges came innovative and creative solutions that have created a lasting positive effect. Come share your success stories and learn about the positive changes your peers have made as well.	Tracy Elmblad, Hinshaw & Culbertson John Jelderks, Barack Ferrazzano Kirschbaum & Nagelberg LLP
Thursday	27-Aug	2:30 AM	3:15 AM	Litigation Support	The Show Must Go On? Trials, Mediations, Arbitrations and Depositions – The Art & Science of Remote Presentation	What tools and practices do you already have in place that can easily be ported to enable remote depositions, mediations, arbitrations and/or trials? What other technologies and/or workflows do you need to be up to speed on to participate in this brave new world of legal presentation. Join us in this interactive session as we talk about options, methodology and tools.	Alicia Aquino, Aquino Trial Services Shannon Bales, Munger, Tolles & Olson LLP
Thursday	27-Aug	2:30 AM	3:15 AM	Marketing	Is Your Firm Ready for CCPA and its Domino Effect? Data Privacy Compliance in the United States; What Your Firm Needs to Know	With CCPA in effect as of July 1, 2020 – what do legal marketers need to be aware of to ensure their marketing and technology platforms are in compliance? This session will also explore wider data privacy issues impacting a firm's external communications products. It will provide a practical checklist for attendees to use to audit their programming.	Anne Reavis, Wilson Allen
Thursday	27-Aug	2:30 AM	3:15 AM	Office 365	Customize Collaboration Using the SharePoint and Teams Admin Centers	SharePoint and Teams are platforms that enable and encourage collaboration within and outside your organization. Whether your firm decides to limit collaboration internally or expand sharing to external parties, our Admin Center expert will help you understand what/how settings affect collaboration with people outside your organization, how to control access to services and users, and what dependencies exist between the SharePoint and Teams Admin Centers.	Sudharsan Raman, Netrix LLC
Thursday	27-Aug	3:30 AM	4:30 AM	Master Class	Thomson Reuters - Activating the Change Mindset	This session will focus on helping you cultivate change in your organization. It will specifically focus on the the change mindset that is needed for the adoption of technology, particularly those technologies that are emerging and difficult to understand. We will first explore some of the most common barriers to the adoption of change and new technologies, and will then explore concrete mechanisms for helping your team break down some of those barriers, including looking at some of the techniques we use in Thomson Reuters Labs.	Aileen Schultz. Thomson Reuters Brian Romer, Thomson Reuters

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Thursday	27-Aug	3:45 AM	4:30 AM	IT Operations	Forecast: Cloudy with a Chance of Higher Cost	There can be a sticker shock when moving your infrastructure to the cloud. Learn to shift your expenditures from large capital layouts to predictable operational annual costs.This session will help you have a clear understanding of the potential components you should consider to help you build a multi-year forecast to present to firm management and stakeholders; these components include application creep, data storage, server utilization, and more.	Dominic Ciacciarelli, Kraft & Kennedy, Inc.
Thursday	27-Aug	3:45 AM	4:30 AM	Litigation Support	Clawbacks, Redactions, and Formats...Oh My!	These perennial issues in ediscovery are pertinent today as ever. Join as we investigate the following: Example of proper clawback agreements that takes into consideration LitSupport concerns. Identification of strategy for complicated clawback situations. Solutions, state of the art and current practice for redactions. Solutions for native redactions. Redaction QC issues Deadlines and general timing issues - setting expectations Portability of redactions Metadata redactions (in the load files)	Doug Austin, CloudNine Cindy MacBean, Honigman LLP☐ Rachel McAdams, A&L Goodbody Cristin Traylor, McGuireWoods LLP
Thursday	27-Aug	3:45 AM	4:30 AM	Marketing	It's a Data Revolution: How Marketing Departments Are Using Data to Drive Strategy	Marketing professionals have an unprecedented amount of data available to them about their successful-ness of their marketing strategy. Go beyond traditional website and email analytics to find out if your marketing efforts are working. The data is there if you know how to find and use it, and these marketing and data experts will show you how.	Tim Corcoran, Corcoran Consulting Group, LLC Nathan Jenks, Plat4orm PR Michelle Murray, PP&C Consulting Matt Parfitt, Vuture Rachel Shields Williams, Sidley Austin LLP Michael Warren, Wilson Allen
Thursday	27-Aug	3:45 AM	4:30 AM	Office 365	How Microsoft Suite It Is! A Showcase of Legal Process Solutions Using Office 365 Apps	Find out how your peers are utilizing the O365 suite features (e.g., Planner, Forms, Power Automate) at their organizations. Get inspired to find new ways to squeeze productivity from the apps you already have.	Brandon Cork, Orrick, Herrington & Sutcliffe LLP Josh Lazar, 18th Judicial Circuit Courts of Florida
Thursday	27-Aug	4:30 AM	5:30 AM	Ask the Expert Chat	Ask the Expert - Flex Technology Group - Manage the entire WFH technology (laptops, pc, monitors, w-stations, etc) with full-service solution	FTG's proven platform and business model in providing national managed print services is now being extended to help firms manage essential WFH assets, help desk services, and solutions. Come learn and ask the experts how FTG is spearheading this creative offering to relieve technology teams from the burden of the supporting WFH employees and enhancing the overall employee work experience.	Chase Cabanillas, Flex Technology Group
Thursday	27-Aug	4:30 AM	5:30 AM	Ask the Expert Chat	Ask the Expert - Olenick - Windows 10 & Office 365 Pain Points - The Doctor is in	Hear our senior engineers, Scott Christensen, Jorge Martinez, and Peter McDaniel, share their secrets to success with Windows Updates, Intune, Patching, Desktop Management in a remote world.	Scott Christensen, Olenick Jorge Martinez, Olenick Peter McDaniel, Olenick
Thursday	27-Aug	4:30 AM	5:30 AM	Ask the Expert Chat	Ask the Expert - RBRO Solutions - Business Continuity and DMS Data	No firm is immune to the unpredictable nature of business disruptions in our changing environment. The data maintained in a document management system (DMS) is critical to any firm. Whatever the catastrophe, it is important to ensure users have access to essential content to continue servicing clients. Get expert advice to keep your people productive in the event of a disaster. Howard Russell, CEO of RBRO Solutions in collaboration with Andrew Powell, CIO of Macfarlanes LLP, will share their experience and answer your questions about Business Continuity and DMS Data. - Confidence of readiness for a significant interruption event - Cyberattacks preventative measures - Continuous access to DMS content through a disaster	Howard Russell. RBRO Solutions Andrew Powell, Macfarlanes
Thursday	27-Aug	4:30 AM	5:30 AM	Ask the Expert Chat	Ask the Expert - NetDocuments	Ask the Expert: NetDocuments presented by Dan Hauck, CPO, Valerie Connell, Director of Document Management Solutions and Bradlee Duncan, Sr Product Manager	Dan Hauck, NetDocuments Valerie Connell, NetDocuments Bradlee Duncan, NetDocuments
Thursday	27-Aug	5:00 AM	6:00 AM	Watercooler Conversations	IT Couponing		
Thursday	27-Aug	5:00 AM	6:30 AM	SOCIAL NETWORKING	EZ Italian Reds: ILTA>ON Wine Presentation presented by Arctic Wolf	Come together with Arctic Wolf at ILTA>ON and other IT and security professionals for an interactive wine class with special guest, Sommelier Leslee Miller of Amusee + Sip Better.	
Thursday	27-Aug	5:30 AM	6:30 AM	Master Class	SecurIT360 - Arriving at the Scene of a Cyber Attack	This Master Class will be lead by David Forrestall,(CISSP CISA), CEO of SecurIT360. When a cyber security incident does occur, learn about what to expect when you arrive on the scene and the best practices of what should happen next from a recognized leader in the cyber security industry.	David Forrestall, SecurIT360
Thursday	27-Aug	5:30 AM	6:15 AM	IT Operations	Microsoft Always-On-VPN	Microsoft's Always On VPN is a remote access solution that is the sequel to their DirectAccess product. Imagine a VPN client built into Windows that just works and is always on. Protect the entire data stream out of your remote clients and encrypt their data in all circumstances. Always On VPN supports domain-joined, workgroup, Azure AD–joined devices and personally owned devices. Come and learn how you can hide VPN complexity from your users while providing a seamless connection wherever they roam.	Richard Hicks, Richard M. Hicks Consulting, Inc. Nathan Smith, Hopkins & Huebner, P.C.
Thursday	27-Aug	5:30 AM	6:15 AM	Litigation Support	O365 Security and Compliance Center for eDiscovery	Learns the ins and outs of O365 Security & Compliance Center from an ediscovery perspective. Topics will cover: How-tos, tips and tricks for using Security & Compliance Center for eDiscovery Searching, exporting, and QC of data from O365 Challenges and how to deal with them	John Collins, Lighthouse

Day	Date	Start	End	Track	Session	Description	Speakers
Thursday	27-Aug	5:30 AM	6:15 AM	Marketing	Next Level CRM — the Features for the Next Generation of Lawyers	With remote working, there is no doubt that contact management is more important than ever. Hear from industry experts who are redefining the world of client relationship management, one feature at a time.	Patty Azimi, Akin Gump Strauss Hauer & Feld LLP Andrew Hutchinson, Intapp Ann Meyer, Fisher & Phillips Anna Szabo, King & Wood Mallesons Scott Winter, Lexis Nexis Legal Software Solutions
Thursday	27-Aug	5:30 AM	6:15 AM	Office 365	14 Gotchas in 45 Minutes: Migrating to Microsoft Cloud Lessons Learned	You can spend hours reading the ILTA posts by your peers about how to best migrate your applications to the Microsoft Cloud (Office 365, SharePoint, Exchange, OneDrive, etc.) or you can attend this session to get the top tips from your peers virtually "in person"!	Joseph Hoegler, Kraft & Kennedy, Inc. Jim Moreo, Cornerstone.IT Annette Sanders, BigHand
Thursday	27-Aug	6:45 AM	7:30 AM	IT Operations	Redesigning the ARK: BC/DR Plan Review and Improvements	2020 has been a year filled with disasters. Pandemic, floods, riots, hurricanes, murder hornets, the list goes on. How did your BC/DR plan hold up? What will we do differently if/when the next disaster comes? We are not just trading war stories. Join us to hear about the lessons learned, the changes that needed to be made to the business and IT processes, and take away what you should be thinking about to help bolster your IT strategy for the days to come.	Adriana Cara, Fisher Broyles Rick Howell, Perkins Coie, LLP Mark Sangster, eSentire, Inc. Johner Wilson II, Dinsmore
Thursday	27-Aug	6:45 AM	7:30 AM	Litigation Support	Disruption in eDiscovery	Whether you look at people and their roles, economics, changing landscape for firms, law departments and business partners or technology, the eDiscovery industry has changed dramatically over time. This session will take a look at some of the root causes for this disruption and discuss how the past can help us to predict what the future may hold. What can you do to prepare your team for the future?	David Greetham, Ricoh USA, Inc. Jeffrey Shapiro, EY
Thursday	27-Aug	6:45 AM	7:30 AM	Marketing	40 Years and Counting – The Future of Legal Marketing and Business Development	Since the early 1980s, legal marketing departments have continued to be an evolving landscape of innovation, technology, and ingenuity in order to maintain competitiveness and gain a stronger foothold in the marketplace. Industry leaders will share best practices and actionable steps that firms can take today to build the law firms of tomorrow.	Kevin Iredell, Lowenstein Sandler LLP Deborah Ruffins, Perkins Coie Sally Schmidt, Schmidt Marketing, Inc. Barry Solomon, Foundation Software Group
Thursday	27-Aug	6:45 AM	7:30 AM	Office 365	Complete Matter Visibility: Using Microsoft Teams as Your Single Pane of Glass for Collaborating on a Client Matter	Out of the box, a Microsoft Team gives you chat and file storage. But it can do so much more! Find out how firms are adding apps to Teams to provide Document Management System integration, financial dashboards, project management, and other tools to handle client engagements. Also learn how to prevent "data creep" from your firm's approved data repositories into unstructured and ungoverned file stores.	Virginio D'Aversa, Husch Blackwell LLP Beau Mersereau, Fish & Richardson Lisa Stone, Fireman & Company
Thursday	27-Aug	7:30 AM	9:00 AM	Social Networking	Family Feud sponsored by iManage	Watch as two families compete to be crowned winners of ILTA's Family Feud sponsored by iManage.	
Thursday	27-Aug	8:00 AM	8:45 AM	Training/User Support Track	Virtual Training 1 - Being Prepared to Reach a Remote Audience (*rebroadcast)	From erratic internet connections to unreliable home computer environments, your virtual presentation can be crippled by complications before it even begins. What can you do before your presentation to ensure success? Do you have your pre-show checklist ready? What's your backup plan? Am I on mute? Learn how to navigate the pitfalls of virtual training and presenting so your audience can be focused on the content because the show must go on.	Rachel Baiden, Squire Patton Boggs Kendall Blue, Orrick
Thursday	27-Aug	8:00 AM	9:00 AM	Watercooler Conversations	What Have You Learned?		
Thursday	27-Aug	8:00 AM	9:00 AM	Watercooler Conversations	Things I Automated During Quarantine		
Thursday	27-Aug	9:00 AM	9:45 AM	Knowledge Management	Create Your Own Mobile Application in 45 Minutes (*rebroadcast)	You no longer have to be a developer to create your own app. In this dynamic workshop session, the first half will offer attendees to see some cutting edge mobile law firm apps, and then will be guided to create their own apps using low or no-code solutions for the remainder of the session. Attendees are advised to download the app on your laptop computer or mobile device prior to this session.	Chris Longmuir, Fliplet Ginevra Saylor, Gowling WLG LLP
Thursday	27-Aug	9:00 AM	9:45 AM	Training/User Support Track	Troubleshooting 201 - Theory and Practice (*rebroadcast)	This session will focus on effective troubleshooting techniques including the diagnosis of issues along with the tools used to assist in troubleshooting. This session will lend a special focus on the unique challenges of providing service and troubleshooting problems when you can't visit the user physically and just take over the user's laptop or keyboard.	Jim McKenna, Fenwick & West LLP
Thursday	27-Aug	10:00 AM	10:45 AM	Knowledge Management	Innovative Alternatives to Traditional Enterprise Search (*rebroadcast)	With many law firms and legal departments now embarking on evaluating (or reevaluating) their enterprise search solutions, this timely survey of the state of Enterprise search in 2020 is for you. Enterprise search has never seen as many new players and features as today, our experts will help you make sense of your exciting opportunities in this expanding space.	Sean Coleman, BA Insight Douglas Freeman, White & Case LLP Zorik Pesochinsky, Thomson Reuters Richard Robbins, Sidley Austin LLP
Thursday	27-Aug	10:00 AM	10:45 AM	Training/User Support Track	Virtual Training 2 - How to Be Effective in the New Normal (*rebroadcast)	With today's workforce distributed across multiple time zones and locations, learning how to effectively train remotely is more important than ever. What can you do to keep a distracted audience engaged when you're not in the same room? How do you frame your content to appeal to the different ways that people like to learn? How do you adjust your communication methods and materials for better knowledge retention? Learn how to build rapport remotely and deliver effective and impactful training outcomes.	Carolyn Humpherys, Traveling Coaches, Inc.
Thursday	27-Aug	11:00 AM	11:45 AM	Knowledge Management	KM Innovation on a Shoestring Budget (*rebroadcast)	Sometimes, situations call for nontraditional solutions. When an issue arises in today's economic climate, solutions often must be devised with little to no budget or resources. In this show-and-tell session, see creative, exciting, and successful Legal Tech innovations that didn't break the bank.	Holly Hanna, Perkins Coie LLP Jennifer Mendez, Fisher Phillips Helen Wang, Organizing for Innovation LLC
Thursday	27-Aug	11:00 AM	11:45 AM	Training/User Support Track	Hands on Practical Troubleshooting (*rebroadcast)	A workshop to work through hypothetical issues and the structure of your processes in finding solutions. This will include valuable tools, tips, and other resources.	Jason Baker, Fish & Richardson P.C. Eli Nussbaum, Keno Kozie

Day	Date	Start	End	Track	Session	Description	Speakers
Thursday	27-Aug	11:00 AM	Noon	Watercooler Conversations	Give Me a Tech Tip, I'll Tell You a Joke		
Thursday	27-Aug	11:00 AM	Noon	Watercooler Conversations	Virtual Hops Tour		
Thursday	27-Aug	Noon	12:45 PM	Knowledge Management	Experience Management Gone Horribly Wrong (*rebroadcast)	Law firms have tackled experience management system implementations with mixed success. Learn from our experience management implementation experts about what can and has gone horribly wrong, how to avert disasters, and strategies for ensuring successful deployments.	Lynn Oser, LKO Information Management Consulting, LLC
Thursday	27-Aug	5:00 PM	6:00 PM	Watercooler Conversations	New Ways to Use Existing Products		
Thursday	27-Aug	5:00 PM	6:00 PM	Watercooler Conversations	Women in Technology		
Thursday	27-Aug	7:00 PM	12:30 PM	ILTA Hub	ILTA Hub Open		
Thursday	27-Aug	8:00 PM	9:00 PM	Watercooler Conversations	Join Me For a Beer		
Thursday	27-Aug	8:00 PM	9:00 PM	Watercooler Conversations	What Have You Learned?		
Thursday	27-Aug	11:00 PM	Midnight	Watercooler Conversations	Becoming an Ally		
Thursday	27-Aug	11:00 PM	Midnight	Watercooler Conversations	Women in Technology		
Thursday	27-Aug	11:00 PM	8:00 AM	Watercooler Conversations	Tech Adoption Track		
Thursday	27-Aug	11:00 PM	8:00 AM	Watercooler Conversations	Artificial Intelligence Track		
Thursday	27-Aug	11:00 PM	8:00 AM	Watercooler Conversations	Applications Track		
Thursday	27-Aug	11:00 PM	8:00 AM	Watercooler Conversations	Finance Track		
Thursday	27-Aug	11:00 PM	8:00 AM	Watercooler Conversations	Information Governance Track		
Thursday	27-Aug	11:45 PM	Midnight	Press Briefing	Daily Press Briefing		
Friday	28-Aug	Midnight (Fri)	1:00 AM	Keynote	Bold Moves, Big Opportunities presented by Haley Altman (*Prerecorded) (session will announce Innovators of the Year, Contributor of the Year, YP to Watch?)	When the world shut down in March, law firms, vendors, clients, employees, and families faced incredible change and uncertainty in their daily life. In turbulent times, it is easy to turn inward, to focus solely on how to maintain status quo or fortify yourself against losses. For some businesses, it created a different opportunity, to make bold moves that would have been otherwise unavailable before, leading to major growth opportunities.\nWe face unprecedented times in legal: a remote workforce, clients with slashed budgets, an unlikely return to what was once normal, and changing dynamic in legal services with ALSPs and the Big 4. How do we make bold moves in the legal industry? Does this require major change or incremental improvements? In this session, Haley will lead a discussion about Litera's own moves and look to the trailblazers at key firms and leading companies to understand how they have implemented innovative ideas successfully.	Haley Altman, Global Director of Business Development and Strategy, Litera
Friday	28-Aug	1:30 AM	2:30 AM	Master Class	Relativity - Doing More With Less: How Downsizing Your Tech Stack Can Transform Your Organization	Take a second and take inventory of your tech stack. Is there so much there that you can't take inventory off the top of your head? Do you often spend hours working to piece together your tech stack? Do you have trouble creating a cohesive experience for your internal and external clients? We feel your pain at Relativity. In a time when securing your data, maximizing operational efficiency, and being able to continue business from wherever, you must be more strategic than ever with your tech. And at Relativity we've found that slimming down our tech is how to get there. In this session, Andrew Watts, Relativity's CIO will share Relativity's journey towards slimming down our tech and what it's meant from our business. Andrew will give you tips on how to simplify your software and share the impact this can have on your team's ability to be innovative, efficient, and see strong returns on investment for every piece of software you invest in.	Andrew Watts, Relatvity
Friday	28-Aug	1:30 AM	2:15 AM	Applications	The Accidental Project Manager: Tools & Methodologies to Help You Succeed	Learn about project methodologies and how today's tools can help you plan and execute your projects. This session invites both project managers as well as technologists who are not project managers but who are asked to sometimes wear a project manager hat to manage an applications rollout or upgrade. In addition to a survey of today's tools, takeaways include a sample project plan or template. In addition, the session can cover what applications firms are using such as MS Project, Smartsheet, Planview PPM, Monday, Trello, Asana. Also, governance, reporting, integrations, and API's, could be covered.	Scott David, Vorys\nTracy Friedenberg, Day Pitney LLP\nGlenn Hoxie, Paul Hastings LLP
Friday	28-Aug	1:30 AM	2:15 AM	Finance	Financial Warehouses - If You Build It the Rewards Will Come	Financial data is useful in all aspects of law firm life, but it's not always easy to make that data available across firm platforms. This calls for a data warehouse! In this spark talk, learn how financial data warehouses can help your firm aggregate data from internal and external sources, and the many invaluable use cases for data aggregation.	Veronique Foulon, WilmerHale\nAli Moallem, WilmerHale\nRob Stote, BigHand
Friday	28-Aug	1:30 AM	2:15 AM	Tech Adoption/Artificial Intelligence	Measure What Matters: Using Metrics to Showcase Success Part 1	You cannot measure what matters until you know what matters. How do you move past the potential and really know how widely the tool is adopted? We will explore: Usage vs adoption by learning how to define value of your learning programs, and how to measure user behavior. Why do firms invest in training and how to align your learning programs with business drivers/goals? How often users apply the skills we've taught? Which capabilities are utilized most frequently or those that are overlooked? Learn how to measure key performance indicators, turn data into actionable insight, and tools you can utilize to measure individual engagement and application usage metrics. How to revive adoption when it falls apart.	James Cote, Bennett Jones LLP\nPaul Duffy, Mayer Brown LLP\nSherry Kappel, Litera\nEileen Whitaker, Fireman & Company
Friday	28-Aug	2:30 AM	3:30 AM	Master Class	Wilson Allen & Microsoft - Legal Business Analytics: Unlocking Insight with Azure AI and Cognitive Services	With the marketplace for legal services becoming increasingly competitive and demand for services potentially shrinking or dramatically changing – the need for a data-backed business strategy is urgent. Law firms worldwide are looking to make better use of technology to enhance business performance. By applying AI and machine learning, firms can find unprecedented levels of insight to make better business decisions across the complete client engagement life cycle.	Greg Murphy, Wilson Allen\nCassie Breviu, Microsoft
Friday	28-Aug	2:30 AM	3:15 AM	Applications	How to Automate Service and Support using PowerShell	IT staff has to learn the new ways of managing IT resources. Do not be afraid of Powershell! It can be your best tool for solving everyday problems. Learn how Powershell can be introduced to core IT to solve service and support issues.	Naïm Côté, Osler, Hoskin & Harcourt\nDevin Jaundoo, Lenczner Slaght\nAndreas Nahr, Thompson Coe
Friday	28-Aug	2:30 AM	3:15 AM	Finance	Assessing the ROI of Lateral Attorney Candidates	Making a decision to hire a lateral attorney candidate is a huge financial risk. Is their book of business what they say it is, have conflicts been vetted, are they as marketable as they say they are? Firms that have mastered the process of accessing the ROI of their lateral candidate prospects will reveal their secrets in this must-attend session.	Kristina Lambright, Perkins Coie

Friday	28-Aug	2:30 AM	3:15 AM	Tech Adoption/Artificial Intelligence	Measure What Matters: Using Metrics to Showcase Success Part 2	You cannot measure what matters until you know what matters. How do you move past the potential and really know how widely the tool is adopted? We will explore: Usage vs adoption by learning how to define value of your learning programs, and how to measure user behavior. Why do firms invest in training and how to align your learning programs with business drivers/goals? How often users apply the skills we've taught? Which capabilities are utilized most frequently or those that are overlooked? Learn how to measure key performance indicators, turn data into actionable insight, and tools you can utilize to measure individual engagement and application usage metrics. How to revive adoption when it falls apart.	James Cote, Bennett Jones LLP Paul Duffy, Mayer Brown LLP Sherry Kappel, Litera Eileen Whitaker, Fireman & Company
Friday	28-Aug	3:45 AM	4:30 AM	Applications	Fast(er) and Furious Profile Management: Tools, Methods, and Use Cases	It's 2020 - Why is profile management still a headache?People expect their personalized settings to be on any desktop. Join us as we hash out the what, why and how of user profile management and how we can keep our sanity while we let cat pictures roam the desktops.	Daniel Ruiz, Helient Systems, LLC
Friday	28-Aug	3:45 AM	4:30 AM	Finance	Finance Roundtable	Our annual finance roundtable continues, virtual-style. Participate in an expert guided discussion of current and compelling topics regarding to legal finance management. (*This session will not be recorded.)	Natasha Edlow, Covington & Burling, LLP Scott McFetters, CoreTech Leasing
Friday	28-Aug	3:45 AM	4:30 AM	Info Governance	Setting the Groundwork for Matter Life-cycle Management	Join us as we discuss best practices for setting the groundwork and structure for incoming and/or outgoing client matter information. How do decisions at the intake of the matter affect your ability to manage the matter throughout the lifecycle? We will also discuss what should be done for your legacy matters which need to be managed midway through the life-cycle to get them back on track.	Leigh Isaacs, Proskauer Rose LLP
Friday	28-Aug	3:45 AM	4:30 AM	Tech Adoption/Artificial Intelligence	Like, Share and Subscribe: Building and Maintaining a Successful Influencer Network	A champion's program is an essential part of driving adoption. These influencers in your company provide much needed support and encouragement to employees who are adopting the new technology. Hear from your colleagueson the steps they have taken to build a champions program in their firm.	Narda Carlson, Primmer Piper Eggleston Cramer PC Kenny Leckie, Traveling Coaches, Inc. Tina Rodriguez, Foley & Lardner LLP
Friday	28-Aug	4:30 AM	5:30 AM	Ask the Expert Chat	Ask the Expert - Arctic Wolf Networks - The Path to Security Effectiveness	Join Sam McLane, Chief Technical Services Officer, at Arctic Wolf for an ILTA>ON Ask the Expert Session. During this presentation, Sam will highlight security operations as a service, big lessons learned from legal breaches, and cybersecurity war stories from what we've seen in the field.	Sam McLane, Arctic Wolf Networks
Friday	28-Aug	4:30 AM	5:30 AM	Ask the Expert Chat	Ask the Expert - Ipro Tech - Is Your Firm Looking for Better Alignment with Corporate Clients? Join us for 3 Ways to Create a Stronger eDiscovery Partnership	Law Firms face the same pressures as their clients: growing data, compliance and privacy requirements, and security breaches. By more closely aligning with their Corporate clients and connecting directly to their data, Law Firms can gain critical efficiencies. By impacting lower overhead around operations, Law Firms are now enabled to focus more on the complexities of legal work while earning a higher percentage of outside legal spend.	Frederic Bourget, iPro Tech Aaron Swenson, iPro Tech
Friday	28-Aug	4:30 AM	5:30 AM	Ask the Expert Chat	Ask the Expert - Flex Technology Group - Legal Business Analytics: Unlocking Insight with Azure AI and Cognitive Services	Legal digitization has been a hot topic for several years, specifically with client facing/related files, but with the shift to WFH environments, firms can gain efficiencies and enhanced workflow solutions that can make WFH an easy transition. Come ask our experts about some simple digitization applications that firms can use today to not skip a beat while not working in the office.	Jeff Wilson, Flex Technology Group
Friday	28-Aug	4:30 AM	5:30 AM	Ask the Expert Chat	Ask the Expert - Thomson Reuters - Creating an AI-First Mentality	In this session we'll discuss the end-to-end framework for starting and successfully completing AI projects, and will review some of the hottest trends in this domain. We'll also take a look at some of the applications of the technologies we're exploring at Thomson Reuters Labs. This will be your opportunity to engage with and 'ask anything' of AI experts who are on the front-line of AI innovation and its application in the legal domain.	Stephanie Hurtado, Thomson Reuters Khaled Ammar, Thomson Reuters
Friday	28-Aug	5:00 AM	6:00 AM	Watercooler Conversations	New Ways to Use Existing Products		
Friday	28-Aug	5:30 AM	6:30 AM	Master Class	NetDocuments - Top Security Myths, Busted	No matter how you slice it, security is important to firms for typically 3 key reasons: 1) preventing silent subpoenas 2) protecting against internal stealing and 3) protecting against national security infringements.	Alvin Tedjamulia, NetDocuments
Friday	28-Aug	5:30 AM	6:15 AM	Applications	An Application Manager's Survival Guide to Windows 10 Feature Update	Learn the processes your peers have implemented to successfully navigate Microsoft's cadence of Windows 10 feature updates in relation to the applications that are used by the organization.	Jamie Engelhard, Helient Systems, LLC☐
Friday	28-Aug	5:30 AM	6:15 AM	Info Governance	Case Studies in Modern Information Governance	Join us at this exciting spark talk session as our most innovative peers in the business share how they are leveraging technology in exciting ways to tackle their information governance challenges and initiatives.	Nancy Beauchemin, InOutsource Julie Heller, AIG Ricelle San Juan, PricewaterhouseCoopers LLC
Friday	28-Aug	5:30 AM	6:15 AM	Tech Adoption/Artificial Intelligence	Contract Review Evolution: Still Faces Challenges, Most Agree	Come hear your peers from several law firms and corporate legal teams speak about the challenges of implementing a contract review platform. We will discuss the following: Key areas of struggle What was expected vs reality Lack of investments from key stakeholders Barriers that you have to consider (how do you pre-plan) Explore the impact on the financial model Potential changes to your pitch process (similar to e-discovery) Pricing model Billable credit Who takes ownership / responsible for the monitoring and maintenance of the solution	Martha Breil, McGuireWoods LLP Ned Gannon, eBrevia Sondra Rebenchuk, Blake, Cassels & Graydon LLP

Day	Date	Start	End	Track	Session	Description	Speakers
Friday	28-Aug	6:45 AM	7:30 AM	Applications	Solution Room - Document Management Systems	Share your document management system experience, topics and issues. This session will bring together the various document management solutions [NetDocs, iManage, eDocs, Worldox, and Sharepoint (including Epona)] in one virtual location where you can collaborate with colleagues on topics of interest around document management solutions such as matter centricity, how to access your documents when you are offline, lateral hires, ethical walls and keeping your KM. (*This session will not be recorded.)	Marc Duncan, NetDocuments Kim Heyde, OpenText Shawn Misquitta,iManage Marti Phillips, EncoreTech Jim Priz, iManage Stevan Quincy, OpenText Dan Riggsby, Boyd & Jenerette, P.A Mike Sanders, NetDocuments Rebecca Sattin, Worldox
Friday	28-Aug	6:45 AM	7:30 AM	Info Governance	Retention: Getting from a Policy to a Program	Putting retention policies in place can be challenging and there are a lot of moving parts to consider. From getting your firm management to agree and promote the importance of destruction of client files to the actual work of destroying what could potentially be historical in nature. In this session, the panelists will discuss their successes and failures in trying to implement and stick to a retention policy that involves destroying both physical and electronic records.	Karen Allen, Morgan, Lewis & Bockius LLP Brianne Aul, Morgan, Lewis, & Bockius LLP Joseph Bartolo, Knovos
Friday	28-Aug	6:45 AM	7:30 AM	Tech Adoption/Artificial Intelligence	Why Your AI Project Will Fail Without Clean Data and What to do About It	In this session, we will present an in-depth ""here's how you do it"" session with cleaning up their data. What's important about your data and why? This is a step-by-step evaluation of several datasets along with conversations around best practices you should consider as you prepare to launch an artificial intelligence initiative.	Bryan Bach, iManage Steve MacLauchlan, UDig Ryan Nichols, ayfie Jacqueline Schafer, ClearBrief.ai
Friday	28-Aug	7:30 AM	8:30 AM	SOCIAL NETWORKING	Comedian Andy Forrester sponsored by Zero	Be prepared to laugh as Comedian Andy "Big A" Forrester tickles attendees' funny bones in a session sponsored by Zero Cognitive Systems.	
Friday	28-Aug	8:00 AM	9:00 AM	SOCIAL NETWORKING	Match Game sponsored by Traveling Coaches	Enjoy some light-hearted fun at ILTA's Match Game sponsored by Traveling Coaches.	
Friday	28-Aug	8:00 AM	8:45 AM	IT Operations	Creating a Zero Trust Network Infrastructure (*rebroadcast)	Organizations and law firms today have complex technology environments that are no longer defined by their location or trusted boundaries. The traditional firewalled perimeter security model with VPN access to core services doesn't provide the agility to protect resources regardless of location, nor does it meet the expanding reach of cloud services. "Zero Trust" is a security framework that has emerged to define authentication and least privileged access to resources and data. This session will provide understanding of zero trust concepts and also present a pathway to attain it.	Rich Lilly, Netrix LLC
Friday	28-Aug	8:00 AM	8:45 AM	Office 365	Microsoft Power Automate 101: A Hands-On Tutorial in Creating Flows (*rebroadcast)	Microsoft Power Automate (formerly known as Flow) is a low-code, low-cost tool for automating workflows and data transfer across multiple Microsoft and non-Microsoft applications. In this hands-on workshop, you will have the opportunity to see some Flows in use today within the legal tech world and start building your own.	Shashi Kara, Sente Advisors
Friday	28-Aug	8:00 AM	9:00 AM	Watercooler Conversations	Share Your Chef Secrets		
Friday	28-Aug	8:00 AM	9:00 AM	Watercooler Conversations	Women in Technology		
Friday	28-Aug	8:00 AM	9:00 AM	Watercooler Conversations	What Have You Learned?		
Friday	28-Aug	9:00 AM	9:45 AM	IT Operations	COVID 19 IT Operations Success Stories (*rebroadcast)	COVID-19 created a number of challenges for IT Operations, but from those challenges came innovative and creative solutions that have created a lasting positive effect. Come share your success stories and learn about the positive changes your peers have made as well.	Tracy Elmblad, Hinshaw & Culbertson John Jelderks, Barack Ferrazzano Kirschbaum & Nagelberg LLP
Friday	28-Aug	9:00 AM	9:45 AM	Office 365	Customize Collaboration Using the SharePoint and Teams Admin Centers (*rebroadcast)	SharePoint and Teams are platforms that enable and encourage collaboration within and outside your organization. Whether your firm decides to limit collaboration internally or expand sharing to external parties, our Admin Center expert will help you understand what/how settings affect collaboration with people outside your organization, how to control access to services and users, and what dependencies exist between the SharePoint and Teams Admin Centers.	Sudharsan Raman, Netrix LLC
Friday	28-Aug	10:00 AM	10:45 AM	IT Operations	Forecast: Cloudy with a Chance of Higher Cost (*rebroadcast)	There can be a sticker shock when moving your infrastructure to the cloud. Learn to shift your expenditures from large capital layouts to predictable operational annual costs.This session will help you have a clear understanding of the potential components you should consider to help you build a multi-year forecast to present to firm management and stakeholders; these components include application creep, data storage, server utilization, and more.	Dominic Ciacciarelli, Kraft & Kennedy, Inc.
Friday	28-Aug	10:00 AM	10:45 AM	Office 365	How Microsoft Suite It Is! A Showcase of Legal Process Solutions Using Office 365 Apps (*rebroadcast)	Find out how your peers are utilizing the O365 suite features (e.g., Planner, Forms, Power Automate) at their organizations. Get inspired to find new ways to squeeze productivity from the apps you already have.	Brandon Cork, Orrick, Herrington & Sutcliffe LLP Josh Lazar, 18th Judicial Circuit Courts of Florida
Friday	28-Aug	11:00 AM	11:45 AM	IT Operations	Microsoft Always-on-VPN (*rebroadcast)	Microsoft's Always On VPN is a remote access solution that is the sequel to their DirectAccess product. Imagine a VPN client built into Windows that just works and is always on. Protect the entire data stream out of your remote clients and encrypt their data in all circumstances. Always On VPN supports domain-joined, workgroup, Azure AD–joined devices and personally owned devices. Come and learn how you can hide VPN complexity from your users while providing a seamless connection wherever they roam.	Richard Hicks, Richard M. Hicks Consulting, Inc. Nathan Smith, Hopkins & Huebner, P.C.
Friday	28-Aug	11:00 AM	11:45 AM	Office 365	14 Gotchas in 45 Minutes: Migrating to Microsoft Cloud Lessons Learned (*rebroadcast)	You can spend hours reading the ILTA posts by your peers about how to best migrate your applications to the Microsoft Cloud (Office 365, SharePoint, Exchange, OneDrive, etc.) or you can attend this session to get the top tips from your peers virtually "in person"!	Joseph Hoegler, Kraft & Kennedy, Inc. Jim Moreo, Cornerstone.IT Annette Sanders, BigHand
Friday	28-Aug	11:00 AM	Noon	Watercooler Conversations	Join Me For a Beer		
Friday	28-Aug	11:00 AM	Noon	Watercooler Conversations	Becoming an Ally		
Friday	28-Aug	Noon	12:45 PM	IT Operations	Redesigning the ARK: BC/DR Plan Review and Improvements (*rebraodcast)	2020 has been a year filled with disasters. Pandemic, floods, riots, hurricanes, murder hornets, the list goes on. How did your BC/DR plan hold up? What will we do differently if/when the next disaster comes? We are not just trading war stories. Join us to hear about the lessons learned, the changes that needed to be made to the business and IT processes, and take away what you should be thinking about to help bolster your IT strategy for the days to come.	Adriana Cara, Fisher Broyles Rick Howell, Perkins Coie, LLP Mark Sangster, eSentire, Inc. Johner Wilson II, Dinsmore

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Friday	28-Aug	Noon	12:45 PM	Office 365	Complete Matter Visibility: Using Microsoft Teams as Your Single Pane of Glass for Collaborating on a Client Matter (*rebroadcast)	Out of the box, a Microsoft Team gives you chat and file storage. But it can do so much more! Find out how firms are adding apps to Teams to provide Document Management System integration, financial dashboards, project management, and other tools to handle client engagements. Also learn how to prevent "data creep" from your firm's approved data repositories into unstructured and ungoverned file stores.	Virginio D'Aversa, Husch Blackwell LLP Beau Mersereau, Fish & Richardson Lisa Stone, Fireman & Company
Friday	28-Aug	5:00 PM	6:00 PM	Watercooler Conversations	Give Me a Tech Tip, I'll Tell You a Joke		
Friday	28-Aug	5:00 PM	12:30 PM	ILTA Hub	ILTA Hub Open		
Friday	28-Aug	8:00 PM	9:00 PM	Watercooler Conversations	What Have You Learned?		
Friday	28-Aug	8:00 PM	9:00 PM	Watercooler Conversations	IT Couponing		
Friday	28-Aug	11:00 PM	Midnight	Watercooler Conversations	Join Me for a Bagel, Some Bacon, or a (Cold) Brew		
Friday	28-Aug	11:00 PM	8:00 AM	Watercooler Conversations	#CreatingTheFutureTogether Track		
Friday	28-Aug	11:00 PM	8:00 AM	Watercooler Conversations	Business & Legal Process Improvement Track		
Friday	28-Aug	11:45 PM	Midnight	Press Briefing	Daily Press Briefing		
Saturday	29-Aug	Midnight (Sat)	1:00 AM	Keynote	Legal's Next Disruptor? Demystifying the Big 4 presented by Gina Buser, Juan Crosby, Peter Krakaur, and Mark Ross (*Live)	Corporate legal departments and their internal business partners are driving innovative legal sourcing models to deliver legal service, drive business value, and protect the company. Their options have expanded beyond the use of in-house and law firm talent to re-source legal work from professional service firms, managed service providers, corporate global business service centers (GBS), and technology-enabled self-service. · What do these models look like? · How do these new models impact technology strategies? · What are the technology-related opportunities and challenges? · What are the opportunities for these providers to collaborate? · Has COVID accelerated or otherwise impacted these developments?	Gina Buser, CEO of Traveling Coaches Peter Krakaur, Managing Director of EY Law MarkRoss, Principal, Deloitte A Representative of KPMG Juan Crosby, PWC, NEWLAW Services Leader
Saturday	29-Aug	1:30 AM	2:15 AM	#CTFT Track 1	Can You Weather the Economic Uncertainty of 2020/2021?	This session will focus on key performance indicators that should be considered in measuring your firm's readiness to be successful in the midst of a crisis and/or economic uncertainty. You will hear which firms are doing well and what they have done to shift their strategies to not only react to the current economic environment, but to plan for the future. Attendees will be provided with key takeaways to consider when revisiting their firm's strategic plan and to guide discussions to shift priorities.	Kent Zimmermann, The Zeughauser Group
Saturday	29-Aug	1:30 AM	2:15 AM	#CTFT Track 2	Data Driven Dream Team - Hiring, Training and Retaining Key Personnel	Artificial Intelligence (AI) is the new kid on the block for legal institutions. Many organizations that are embarking on the journey of implementing an AI platform struggle with identifying and hiring the appropriate resources. It's critical to know why you're hiring, what problem you're solving, what type of resource is the best fit for your needs and where to properly integrate with other core personnel of your business so that they are set up to succeed. We will explore the different roles, how to understand what skillsets are right for a variety of business problems, whether it is right to hire or seek a provider and if hiring is the right course how to properly hire, train, and retain talent. Building your data team may involve adding new hires, developing existing staff or seeking third-party support.	Eric Jenvey, McGuire Woods Todd Marlin, EY
Saturday	29-Aug	1:30 AM	2:15 AM	Business & Legal Process Improvement	SALI - Case In Point	What started as an idea at ILTACON a few years ago, has now graduated to a formal non-profit dedicated to achieving practical standards for coding matters, time entries, and documents: The SALI Alliance. Hear directly from the founders of the SALI movement as to how it started, where it is today, and practical steps and guidance to implement the SALI standards at your firm.	Patrick Dundas, Schulte Roth & Zabel LLP Meg Evans, Goulston & Storrs PC Kelly, Harbour, Goulston & Storrs PC
Saturday	29-Aug	2:30 AM	3:15 AM	#CTFT Track 1	Strategy Around Technology Spend/Technology Investment	Larger firms have mature strategies and processes around how IT projects are selected and acted upon: what about the firms where the IT staff are "jacks-of-all-trades?" This session will discuss the strategy around your Technology Spend/Technology Investment, with practical lessons and tips to ensure firms of all sizes are making sound IT business decisions with the firm's money.	Mark Sangster, eSentire Floor Blindenbach, Organizing4Innovation George Steven, DocGovern
Saturday	29-Aug	2:30 AM	3:15 AM	#CTFT Track 2	Re-Thinking the Business of Law	Law firm administrative departments can play a critical role in helping attorneys operate in the new normal, increasing their profitability, driving revenue and making themselves more marketable. This session will describe how coordination between finance, IT, knowledge management, LPM, marketing and business development, and pricing can help attorneys thrive in today's evolving legal market.	Ari Kaplan, Ari Kaplan Advisors Meredith Williams-Range, Shearman & Sterling Eric Wangler, BigHand
Saturday	29-Aug	2:30 AM	3:15 AM	Business & Legal Process Improvement	Legal Project Management Quick Wins	There are many legal project management solutions that firms can implement without having to dedicate significant resources in software personnel and time. This session will explore what law firms and corporate law departments have done to implement successful legal project management initiatives without breaking the bank.	Aileen Leventon, LegalShift, LLC & IILPM Catherine McPherson, Bartlit Beck LLP Mike Russell, Trane Technologies (f/k/a/Ingersoll Rand)
Saturday	29-Aug	3:45 AM	4:30 AM	#CTFT Track 1	Spark Talks: Back to the Future?	Remember Law Firm 2020? Revisit past predictions to see what came true and what we got wrong? What were the implications? What did we think/predict legal technology would look like in 2020? What has come true? What has come to pass that was unanticipated? What persists from the good old days? What will legal technology look like in 2025?	Joseph Raczynski, Thomson Reuters
Saturday	29-Aug	3:45 AM	4:30 AM	#CTFT Track 2	A New Profit Frontier - Selling Innovation	Experiences of law firms selling innovation products and services to clients - outside of traditional legal service. There has been a lot of talk about the big accounting firms encroaching on the traditional offerings of law firms. In this session, we will look at examples of law firms selling products and services outside of traditional legal service thereby competing against traditional offerings of the big consulting firms. Fasten your seatbelt as we discuss the mindset change happening at the highest levels of innovative law firms.	Sukesh Kamra, Norton Rose Fulbright David Rueff, Baker Donelson Brent Turner, Thomson Reuters Leigh Vickery, Level 2 Legal

Day	Date	Start	End	Track	Session	Description	Speakers
Saturday	29-Aug	3:45 AM	4:30 AM	Business & Legal Process Improvement	A Business Analyst Approach to Project Management	Watch project management experts demonstrate the best way to tackle a demanding request from an attorney for the latest legal tech product. Attendees will enjoy a real-time demonstration of the best way to navigate these dynamics and setup a project management road map that ensures that requirements are gathered, the products are properly vetted, tested, piloted and successfully rolled out.	Will Norton, SimplyAgree Tracey Pardo, Cooley LLP Jennifer Parker, Adaptive Solutions
Saturday	29-Aug	4:30 AM	5:30 AM		**ILTA ANNUAL BUSINESS MEETING OF THE CORPORATION**		
Saturday	29-Aug	5:30 AM	6:15 AM	#CTFT Track 1	How E-Trials Are Changing the Practice of Law	This session will discuss how e-trials are changing the practice of law for the judiciary, practitioners and all participants. Changes such as cost reduction and time efficiencies will be investigated. It will explore the latest developments in how each of the four components to an e-trial (virtual attendance, services, management of oral evidence and management of evidence) are evolving due to the global pandemic.	The Honourable Justice Colin Campbell, Amicus Chambers Marcel Duhamel, Vorys, Sater, Seymour and Pease LLP Sandra Potter, Indicium Legal Consulting Pty Ltd. Judge Lisa Rau, Resonate Mediation and Arbitration, LLC
Saturday	29-Aug	5:30 AM	6:15 AM	#CTFT Track 2	The Future of Support Services	What's new in 2020? Back by popular demand, collaborate and share with your peers the latest trends and developments for support desks. We will discuss current topics affecting our support organizations such as the impact of cloud, chatbots, 24/7 help desk, supporting mobile and remote workers, technical and soft-skills development for your team, and more. We will crowdsource "hot topics" as ILTA>ON 2020 approaches!	Martin Catania, Keno Kozie Associates, Ltd. Christopher Myatt, Seyfarth Shaw LLP
Saturday	29-Aug	5:30 AM	6:15 AM	Business & Legal Process Improvement	Process Improvement for Everyone: 10 Success Stories Ready for Implementation	Whether you are just starting to implement process improvement at your firm or you are advanced in streamlining processes, you will benefit from this session. We have seasoned leaders ready to share their innovative success stories rapid-fire style for various IT functions, COVID response, outside counsel guidelines, anti-money laundering, experience management, and security to name a few. We promise to keep you awake during this fast-paced final session of the conference.	Joe Fousek, Bond Schoeneck & King Rick Hellers, nQueue Corinna Malin, Independent Consultant Sue Marshall, Buckley LLP Jennifer ODonnell, Butler Snow LLP
Saturday	29-Aug	6:30 AM	7:30 AM	Watercooler Conversations	IT Couponing		
Saturday	29-Aug	8:00 AM	9:00 AM	Watercooler Conversations	What Have You Learned?		
Saturday	29-Aug	8:00 AM	9:00 AM	Watercooler Conversations	Give Me a Tech Tip, I'll Tell You a Joke		
Saturday	29-Aug	8:00 AM	9:00 AM	Watercooler Conversations	Virtual Hops Tour		
Tuesday	1-Sep	3:00 AM	4:00 AM	Watercooler Conversations	Leadership & Professional Development Track		
Tuesday	1-Sep	3:00 AM	4:00 AM	Watercooler Conversations	Awards and Tech Survey Track		
Tuesday	1-Sep	3:00 AM	4:00 AM	Watercooler Conversations	Training/User Support		
Tuesday	1-Sep	3:00 AM	4:00 AM	Watercooler Conversations	Data Science Track		
Tuesday	1-Sep	3:00 AM	4:00 AM	Watercooler Conversations	Knowledge Management Track		
Tuesday	1-Sep	9:00 AM	10:00 AM	Watercooler Conversations	Leadership & Professional Development Track		
Tuesday	1-Sep	9:00 AM	10:00 AM	Watercooler Conversations	Awards and Tech Survey Track		
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Tuesday	1-Sep	9:00 AM	10:00 AM	Watercooler Conversations	Knowledge Management Track		
Wednesday	2-Sep	3:00 AM	4:00 AM	Watercooler Conversations	Legal Service Delivery and Law Firm/Client Relations		
Wednesday	2-Sep	3:00 AM	4:00 AM	Watercooler Conversations	Litigation Support		
Wednesday	2-Sep	3:00 AM	4:00 AM	Watercooler Conversations	IT Operations		
Wednesday	2-Sep	3:00 AM	4:00 AM	Watercooler Conversations	Office 365		
Wednesday	2-Sep	3:00 AM	4:00 AM	Watercooler Conversations	Marketing		
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Wednesday	2-Sep	9:00 AM	10:00 AM	Watercooler Conversations	Office 365		
Wednesday	2-Sep	9:00 AM	10:00 AM	Watercooler Conversations	Marketing		
Thursday	3-Sep	3:00 AM	4:00 AM	Watercooler Conversations	Tech Adoption/Artificial Intelligence		

Thursday	3-Sep	3:00 AM	4:00 AM	Watercooler Conversations	Applications	
Thursday	3-Sep	3:00 AM	4:00 AM	Watercooler Conversations	Finance	
Thursday	3-Sep	3:00 AM	4:00 AM	Watercooler Conversations	Information Governance	
Thursday	3-Sep	3:00 AM	4:00 AM	Watercooler Conversations	#CreatingTheFutureTogether	
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