

# INNOVATE

2019 SAI GLOBAL CUSTOMER CONFERENCE

## MONDAY, MARCH 4

8:00am–5:00pm	<b>Compliance 360 powered by SAI360 Pre-Conference Training</b>	System Administration Basics Reporting Foundations
8:00am–5:00pm	<b>Digital Risk Pre-Conference training</b>	Maximizing Your Knowledge Library: Intelligent Surveys and Mappings

## TUESDAY, MARCH 5

8:00am–8:50am	General/ Welcome/Risk Product Strategy Update					
	Compliance Risk (Compliance 360 powered by SAI360)	Compliance Risk (powered by Compliance 360) Topic 2	EHS Risk	Business Continuity Management Track	Digital Risk	Learning
9:00am–9:50am	<b>Compliance 360 Powered by SAI360 Product Roadmap</b> Presented by Product Management, this session will help you understand the latest product updates and see what enhancements are on the horizon.		<b>SAI360's EHS and Operational Risk Capabilities Roadmap</b> Hear from Product Management about what you can expect in upcoming releases. You will have the opportunity in this session to bring your ideas or questions to our Product Management's attention.	<b>ResilienceONE 8.2 and beyond</b> We look forward to a successful future with ResilienceONE. Find out in this exclusive sneak peek towards the next two years showcasing the new features and functionality that will be available. Also discover the exciting bells and whistles of ResilienceONE 8.2.	<b>SAI 360 Digital Risk Product Roadmap</b> Presented by Product Management, this session will help you understand the latest product updates and see what enhancements are on the horizon.	<b>Ethics and Compliance content and learning experience roadmap</b> Learning Experiences and Content
10:00am–10:50am	<b>Optimizing Your Compliance Risk Management Program</b> Learn about new capabilities, planned enhancements and see how to leverage the capabilities to drive your regulatory compliance program. Presented by Compliance 360 product experts, this session is great training for new customers as well as seasoned users.	<b>Claims Audit Manager Next Gen (Healthcare)</b> Learn about the exciting latest enhancements in the CAM module. Additionally, hear from the product experts on proven techniques for getting the most value from the Claims Audit Manager module, including detailed training on creating and customizing work flows for the Claims Audit Manager. Come prepared with your questions about setting up workflows for RAC, Commercial payer audits and more.	<b>What's new in SAI360's EHS and Operational Risk Software</b> Experience what's new and exciting in recent releases of our EHS and Operational Risk Management Software and mobile application, Roam.	<b>VRCM and ResilienceONE</b> In this session, Terence Lee, Head of StrategicBCP will reveal the exciting new feature of Vendor Risk Management in ResilienceONE 8.2. He will detail the functionality of this new element while attendees discover why they need it, how it works and the benefits gained. This exclusive session will give users an inside look and how they can use it in their organization.	<b>Vendor Management – from manual spreadsheets to systematic solution</b> Avoid manual processes; beyond being time consuming, they leave you without a big picture of all associated risks. This session will show you the solution to efficiently manage your vendor risk.	<b>Ethics and Compliance analytics roadmap</b> Analytics and Effectiveness

11:00am–11:50am	<b>Customer Success Story</b>		<b>Occupational Health Module</b> SAI 360 EHS (version 10) now includes an updated and expanded Occupational Health module. In addition to more comprehensive functionality for Health Tests (including audiograms, spirometry and lab work), new functionality for managing Respiratory Protection is now available. In this session, we will demonstrate this new functionality and discuss how it may assist practitioners in ensuring the protection of workers' health.	<b>BCM Meets IRM</b> Discussion on SAI 360 and the advantages of having IRM and BCM working together. How to implement fully integrated BCM and IRM programs to protect operations and manage risk. Presenters will show attendees: How to take an integrated approach to Risk and Business Continuity Management How to manage risk and compliance in a proactive manner Best practices for building programs that limit impacts on business	<b>Extend your reports with Risk Intelligence and Report generator system</b> This session will illustrate how to represent complex data and consolidate multiple results in an appealing visual format.	<b>Customer Success Story</b>
12:00pm–1:30pm	<b>Lunch including speaker starting at 12:30</b>					
1:45pm–2:35pm	<b>Thought-leadership session</b>	<b>Thought-leadership session</b>	<b>Staying on top of your EHS Legal Requirements with the right information experts and technology</b> RegScan combines information experts and state-of-the-art technology to provide regulatory compliance services. In this session, they will share recent and upcoming EHS regulatory changes, as well as the advantages of getting ready-made content. Organizations will want to monitor changes and continually ensure compliance. This may require compliance tasks to be created, allocated and managed. You will also learn how you can leverage RegScan's content with SAI360's Obligations Management module to streamline your compliance activities.	<b>How to get Senior Level Support/Elevating your Program</b> This session will discuss key tips and strategies to secure senior level support within your organization to support your BCM efforts to take it to the next level.	<b>How to Audit your Audit work?</b> Learn how the new Audit module allows you to track hours and activities, including use cases scenarios.	<b>Thought-leadership session</b>
2:35pm–3:00pm	<b>Afternoon Break</b>					
3:00pm–4:15pm	<b>Customer Roundtables</b> Discover how other companies are using the compliance risk solution to improve efficiency, information-sharing and audit-readiness.		<b>Customer Panel: Successes, Challenges and Opportunities</b> Our clients are an amazing repository of professional expertise and lessons learned, both within EHS/Operational Risk disciplines and with their experience in leveraging software solutions to the best effect in their workplace. In this session, we ask a client panel about their experiences using SAI360 within their organizations, their best lessons learned, and opportunities for the future.	<b>Customer Roundtables</b> Topics on BIA/ GRC/Keeping plans Lean, etc.	<b>Customer Roundtables</b> Join current SAI360 Digital Risk users at this session to see real life work flow automation products. Bring a list of questions and share experiences	<b>Customer Roundtables</b> Join your peers from other SAI clients at this session to discuss and discover how other companies are executing against their compliance and ethics programs
4:30pm–5:30pm	<b>Partner MeetUps/Peer Networking/Ask the Experts</b>			<b>CyberSecurity in BCM</b> A successful business continuity management program helps organizations recover from events that have the ability to threaten the entire enterprise. In today's environment a major cyber attack or breach is at the top of the list. So why do business continuity and cybersecurity continue to be managed in separate silos? Recovery in isolation leads to failure.	<b>Partner MeetUps/Peer Networking/Ask the Experts</b>	

## WEDNESDAY, MARCH 6

8:00am–9:45am

## Keynote - Connie Podesta - Influential Leadership Presentation

	Compliance Risk (powered by Compliance 360) Topic 1	Compliance Risk (powered by Compliance 360) Topic 2	EHS Risk	Business Continuity Management Track	Digital Risk	Learning
10:00am–10:50am	<b>Building an Effective Disclosures Management Program</b> Come learn best practices for managing conflicts of interest disclosures. Explore the latest capabilities of the Conflicts of Interest and Gifts & Hospitalities modules and learn how to incorporate training into your program.	<b>Managing Operational Risks Effectively</b> Best practices for using ERM and Audit modules to manage operational risks.	<b>Emissions Management &amp; Environmental Monitoring</b> Demonstrating compliance with environmental regulations can be a complex, resource-intensive prospect for any organization. SAI 360 EHS (version 10) now includes an innovative Emissions Management module. The solution allows users to manage emissions sources, validate data collection, calculate emissions, report against emissions targets, and, when used in conjunction with the Permit Management module, demonstrate performance against permit conditions. In this session, we will demonstrate this new functionality and discuss how such an approach can positively impact operational performance.	<b>Insider Tips</b> Insider Tips to Using ResilienceONE. How to Improve Efficiency in the Workplace. Highlight useful features people may not use. Graphing Features - how to use them	<b>Workflow Rules facts you should know about it</b> This session will show how advanced techniques using several conditions can help you achieve your goals when automating a process.	<b>Building an Effective Disclosures Management Program (see Compliance Risk session)</b>
11:00am–11:50am	<b>Turning Data into Action: SAI360 Risk Intelligence</b> Learn how the new Risk Intelligence report engine will help you gain insights from your GRC data. This session will show new and existing clients the benefits of Risk intelligence and analytics on a GRC platform.	<b>Connie P. Advanced Leadership session (invitation only)</b>	<b>Aligning Chemical Management with your EHS Processes to protect your workers and workplace</b> Chemicals are everywhere. The can pose both short and long term risks to people and the environment. In this session, you will hear about the benefits of aligning chemical management with your EHS processes to improve workplace safety, and how organizations can leverage Verisk 3E™ to improve safety and compliance while reducing risk to your workforce.	<b>Understanding ISO 22317, or your BIA shouldn't be a PIA.</b> Governance, Risk and Compliance How to make your BIA work for you and be a positive in your overall BCM plan.	<b>ERM - Managing risk and seizing opportunities.</b> Check how to identify risks to the business and its objectives, to formalize the decisions made, and ensure controls are in place and having the intended effects.	<b>Evolution and role of customer success</b> History of customer success, what you should expect and how we are helping shift the compliance program mindset
11:50am–1:00pm	<b>Awards Lunch</b>					
1:00pm–1:50pm	<b>Using Third Party Risk Manager Effectively</b> Learn how to use the Third Party Risk Manager to implement a complete approach for proactive third party risk management and vendor compliance at your organization. This training session is useful for new customers and seasoned users as well.	<b>Using Incidents Effectively</b> Are you getting the most from the Incidents module? This powerful application is used to document, track and remediate a number of issues including hotline calls, fraud, waste and abuse allegations, audit findings, legal cases and more. Learn from our product experts as they provide an in-depth overview.	<b>SAI 360 EHS and ISO 45001: Software as a Tool for Certification</b> In March 2018, a new international standard for Occupational Safety and Health Management Systems, ISO 45001, was published and, soon after, adopted as a national standard by over 40 countries. We will demonstrate in this session how SAI 360 EHS aligns with the new standard and how organizations might leverage these capabilities in their efforts to achieve certification.	<b>Metrics - Showing the Value of your BC Program</b> If you are constantly seeking more executive buy-in for your BC program and have difficulty presenting your true effectiveness, join us as we reveal metrics that will "wow" your executives, strengthen your risk management skills and increase your value to your organization.  This session is designed to take you from data collection through delivery. We'll even go a step further to share metrics that our colleagues have used to extend the value their programs bring to their organizations that reach beyond the traditional BC agenda.	<b>How to customize your user experience with API capabilities</b> Explore the extensive possibilities of API use against several scenarios and understand the endless options to improve the user experience.	<b>Communication Tools- best practices in designing communication programs</b>

2:00pm–2:50pm	<p><b>Getting the most out of Policy Management</b> This session will provide an overview of the Policy Manager's key capabilities with techniques for optimized management and distribution of your policies and procedures. Great training for new customers as well as seasoned users.</p>	<p><b>Employee Management</b> Learn how to simplify Employee record management in Compliance 360. Useful tips and best practices will be presented.</p>	<p><b>Risks and Hazards and Controls, oh my!</b> What is the difference between a Risk and a Hazard? As concepts, the line between these may often blur, yet EHS professionals are invariably tasked with their management. In this session, we will discuss the difference between Risks and Hazards, how they might be managed and how SAI360 supports these efforts.</p>	<p><b>Compliance and Audits</b> This session will uncover compliance and GDPR practices across the globe along with auditing stats. It will discuss how to maintain GDPR within your organization, changes to make and how to stay at the forefront and compliant.</p>	<p><b>Partner solutions - Integrations Out of the Box</b> This session will demonstrate how you can extend and leverage multiple sources of data into a single risk indicator approach.</p>	<p><b>Market Intel &amp; Values Based Training</b> An overview of the benchmarking report and trends seen in the space and its impact on values based training.</p>
2:50pm–3:15pm	<b>Afternoon break</b>					
3:15pm–4:05pm	<p><b>New Features Overview</b> Come see all the new functionality by module including Incidents from Assessments, DocuSign for contracts, new configurability options in Third Party Risk Manager, Status Updates in Incidents and more.</p>	<p><b>Customer Roundtable</b> To our clients - this is your session! We'd like to hear from our clients how they have used the data in SAI360 to assist their organization in moving from reactive to proactive approach. Also, throughout the conference, clients will be able to submit other questions or topics for open discussion during this session. Come prepared to share and/or learn from your peers.</p>	<p><b>TableTop - Active Shooter</b> Two hour session featuring a Tabletop exercise on Active Shooter response.</p>	<p><b>Digital Risk &amp; Cyber Security Risk</b> This session will show how to implement best practices and use case of risk assessment against a variety of solutions.</p>	<p><b>TableTop - Active Shooter</b> Two hour session featuring a Tabletop exercise on Active Shooter or Cyber.</p>	
4:10pm–5:00pm	<p><b>Tips and Tricks by Tripp/Support</b> Back by popular demand - Join this open forum to learn tips and tricks for optimizing your use of Compliance 360 powered by SAI360.</p>	<p><b>The journey from EHS Reporting to Predictive Analytics</b> Data has been used to make decisions in environmental, health and safety for many years. Many firms have looked at lagging and leading indicators to improve EHS performance. Advanced and predictive analytics has the ability to take you further and provide powerful actionable insights. In this presentation we will explore what the journey looks like, share what we are hearing from customers as well as what you need to know to be successful on this journey.</p>	<p><b>TableTop - Active Shooter</b></p>	<p><b>SAI360 for Digital Risk - Tips and Tricks</b> Open forum to learn tips and tricks for optimizing your use of SAI360 for Digital Risk.</p>	<p><b>TableTop - Active Shooter</b></p>	
<b>THURSDAY, MARCH 7</b>						
8:00am–5:00pm	<p><b>Compliance 360 powered by SAI360 Post-Conference training</b> System Administration Advanced Reporting Foundations</p>			<p><b>Digital Risk Post-Conference training</b> Advanced Reporting Techniques</p>		