



**DAC Americas, Spring 2010, Orlando, FL**  
**"Exponentially Better"**  
 Monday, March 8 - Agenda



<b>Time</b>	<b>End</b>	
7:15 AM	7:50 AM	<b>Continental Breakfast - (Registration Opens at 7:00 AM) - Pacifica Ballroom 6</b>
<b>General Session - Pacifica Ballroom 1-3</b>		
8:00 AM	8:15 AM	Rick Dawybida, DAC President - Opening Comments
8:15 AM	8:30 AM	Avaya ESC, Tom Jencz, Dave McCrea, Bill Carroll, Todd Hagstrom - Executive Homework
8:30 AM	9:30 AM	Jeremy Butt, Avaya Vice President, World Wide Channels - Reaching Further: Channel 2010
9:30 AM	10:05 AM	John M. Regan, Jr., Vice President - AT&T National Business/Field Services Operations
10:05 AM	10:20 AM	<b>Break</b>
10:20 AM	11:05 AM	Keith Dunphy, Worldwide Channels –NES Integration & Avaya Connect Overview
11:05 AM	11:20 AM	Jeffry Dyson, Director, Avaya Global Alliance - Polycom
11:20 AM	12:20 PM	Ed Wadbrook, Avaya Aura Product Leader - Avaya Portfolio and Roadmap
12:20 PM	1:20 PM	<b>Lunch - Pacifica Ballroom 6</b>
1:20 PM	2:20 PM	Ken Pericak, Leader Enterprise Voice Product Management - Voice Product Roadmap Review
2:20 PM	2:50 PM	Jonathan Phillips, Leader, Business Communications Solutions Group (BCSG) Solution Consulting, Applications, and Architecture Avaya Inc. - Avaya Contact Centre Roadmap
2:50 PM	3:05 PM	<b>Break</b>
3:05 PM	3:35 PM	Isabelle Guis, Senior Director of Marketing and Product Management - Small & Medium Enterprises - Avaya SMEC Roadmap
3:35 PM	3:50 PM	Mark Thompson, Vice President, Sales & Marketing - Improve Communications, Security, Efficiency and Customer Service
3:50 PM	4:20 PM	John Bednarek, Director, Business Development, Avaya ACE Global Communications Solutions - Avaya Agile Communications Environment
4:20 PM	5:20 PM	Bryan Pickett, Senior Director of Avaya Learning - Avaya Training and certification strategy.
6:00 PM	8:00 PM	<b>Reception Hosted By AT&amp;T - Pacifica Ballroom 6</b>

Time	End	General Session - Pacifica Ballroom 1-3
8:00 AM	8:15 AM	<b>Rick Dawybida, DAC President - Opening Comments</b>
8:15 AM	8:30 AM	<b>Avaya ESC, Tom Jencz, Dave McCrea, Bill Carroll, Todd Hagstrom - Executive Homework</b>
8:30 AM	9:30 AM	<b>Jeremy Butt, Avaya Vice President, World Wide Channels - Reaching Further: Channel 2010</b> Learn more about Avaya including its financial status, key growth initiatives and the channel centric strategy that is driving its future.
9:30 AM	10:05 AM	<b>John M. Regan, Jr., Vice President - AT&amp;T National Business/Field Services Operations</b> The world is changing...can we change with it? John Regan will discuss how a changing world is transforming the communications industry forever. As solutions evolve from isolated TDM-systems to integrated Unified Communications solutions, our businesses must evolve or face extinction. Can we make the transition?
10:20 AM	9:30 AM	<b>Keith Dunphy, Worldwide Channels -NES Integration &amp; Avaya Connect Overview</b> Keith will provide an overview of Avaya's new global partner program, Avaya Connect. This session will cover the qualification and benefits model of Avaya Connect and be specifically tailored to the changes that the NES partner community will see.
11:05 AM	11:20 AM	<b>Jeffry Dyson, Director, Avaya Global Alliance - Polycom</b> Polycom, the leader in UC solutions for voice, video and wireless will be sharing recent developments in their relationship with Avaya and how this will benefit the channel community. This will include the overall relationship as well as updates to the combined Avaya and heritage Nortel product portfolios.
11:20 AM	12:20 PM	<b>Ed Wadbrook, Avaya Aura Product Leader - Avaya Portfolio and Roadmap</b> Avaya Aura™: Vision, Portfolio and Roadmap- This presentation will explore the market dynamics driving Avaya Aura visions of decoupling users from networks, devices and applications to a new generation of UC&C solutions based on SIP and Session Management. Hear the committed, in planning and long term integrated roadmap designed to achieve the Avaya Aura Vision.
1:20 PM	2:20 PM	<b>Ken Pericak, Leader Enterprise Voice Product Management - Voice Product Roadmap Review</b> Ken will be providing a roadmap overview of the heritage Nortel portfolio and integration of the solutions in with Avaya Aura architecture.
2:20 PM	2:50 PM	<b>Jonathan Phillips, Leader, Business Communications Solutions Group (BCSG) Solution Consulting, Applications, and Architecture Avaya Inc. - Avaya Contact Centre Roadmap</b> Chris will provide Business Partners with an overview of the integrated Avaya and Nortel product strategy for Contact Center and roadmap to address the market opportunity.
3:05 PM	3:35 PM	<b>Isabelle Guis, Senior Director of Marketing and Product Management - Small &amp; Medium Enterprises - Avaya SMEC Roadmap</b> This presentation is intended to provide Business Partners with an overview of the integrated Avaya and Nortel product strategy and roadmap for the Small and Medium Enterprise market. All products from both portfolios remain for sale and have a future path. The direction for how that will happen is covered inside this presentation. We will then follow up in a few months with greater details on specific features and product specifications.
3:35 PM	3:50 PM	<b>Mark Thompson, Vice President, Sales &amp; Marketing - Improve Communications, Security, Efficiency and Customer Service</b> More than just an answering position, Komutel's SIT™ PC Attendant Console delivers a unified desktop communications center with superior presence, directory and systems integration to enterprises employing heritage Nortel switch platforms. Komutel consults with users to understand their business, telecom and IT needs and to ensure delivery of a high efficiency Solution for Integrated Telecommunications (SIT™). Komutel's SIT™ PC Attendant Console provides instant access to directory lookups, e-mail, SMS, call history, cell phones, pagers, documents, team member availability, staff and patient location, duty lists, emergency procedures, security cameras, and more.
3:50 PM	4:20 PM	<b>John Bednarek, Director, Business Development, Avaya ACE Global Communications Solutions - Avaya Agile Communications Environment</b> This session will provide an overview of the Avaya Agile Communication Environment™ (ACE) Portfolio, which is a key component of the Avaya UC and CC Solutions. It is an open software solution for building communication enabled applications in a rich multi-vendor environment using Web Services and standards based Service Oriented Architecture (SOA) interfaces. This session will provide a high level overview of how ACE accelerates business agility and competitiveness while delivering a measurable ROI through a set of packaged applications with out of the box integration into common business applications such as Microsoft Outlook, Internet Explorer, IBM Lotus Sametime, and Blackberry Applications. ACE also provides a developer friendly toolkit for building custom communication enabled business applications and processes.
4:20 PM	5:20 PM	<b>Bryan Pickett, Senior Director of Avaya Learning - Avaya Training and certification strategy.</b> Our mission at Avaya Learning is to exceed our Partner and Customer expectations by delivering comprehensive and targeted curriculum that reduce time to competency and maximize the investment in our brand. Bryan will provide a view into the Sales and Technical Training Development, Delivery and Certification initiatives the team has been focused on in support of the Avaya/Nortel Integration.
6:00 PM	8:00 PM	<b>Reception Hosted By AT&amp;T - Pacifica Ballroom 6</b>

<b>Time</b>	<b>End</b>		
7:15 AM	7:50 AM	<b>Continental Breakfast - (Registration Opens at 7:00 AM) - Pacifica Ballroom 6</b>	
<b>General Session - Pacifica Ballroom 1-3</b>			
8:00 AM	8:15 AM	Rick Dawybida, DAC President - Opening Comments	
8:15 AM	8:25 AM	Rick Dawybida, DAC President - New Members Welcome	
8:25 AM	8:40 AM	Larry Posner, CEO - InfoPlus, A Bristol Capital Company	
8:40 AM	9:20 AM	Rick Dawybida, DAC President - Task Force Updates	
9:20 AM	10:20 AM	Dan DeBacker, Data Solutions Architect - Avaya's Data Networking Solutions Strategy and Vision	
10:20 AM	10:35 AM	<b>Break</b>	
10:35 AM	10:50 AM	Alan Percy, Director of Market Development - Audiocodes	
10:50 AM	11:35 AM	Mary Ann Littler, Senior Director, Global Channel Strategy, Avaya Global Services - Avaya Global Services Vision and Strategy	
11:35 AM	11:50 AM	Rana Banik, Director of Sales - RSI	
11:50 AM	12:50 PM	<b>Lunch - Pacifica Ballroom 6</b>	
		<b>Pacific Ballroom 1-3</b>	<b>Pacific Ballroom 4&amp;5</b>
12:50 PM	2:05 PM	<b>TSSR # 1 - Avaya Technical Support Model</b>  Tom Jencz - Director Enterprise Technical Support and CALA & Glenn Skinner - Sr. Director of Technical Support	<b>Joint Task Forces #1 - SMTF, PMTF, CTF, ENG, DTC - Partner Source/Sales Force.com, Avaya eBusiness Tools and Supply Chain Integration Roadmap overview and status.</b>  Bill Carroll, Leader Avaya Channel Operations Frank Carbone, Leader Avaya eBusiness Tools Barry Murash, VP Avaya Supply Chain
2:05 PM	2:15 PM	<b>Swap Over Period</b>	
2:15 PM	3:30 PM	<b>TSSR # 2 - Avaya Key Performance Indicators &amp; Corrective Content Delivery</b>  Tom Jencz - Director Enterprise Technical Support and CALA & Glenn Skinner - Sr. Director of Technical Support Barb Hayward - Manager -Corrective Content Governance/Tools (GPS)	<b>Joint Task Forces #2 - SMTF, PMTF, CTF, ENG, DTC Avaya New Product Roadmap Partner planning Channel Readiness Training Plans</b>  Scott Gregg, Avaya Channel Readiness Manager; Ken Pericak, Enterprise Voice PLM; Roger Brassard, Messaging PLM; Todd Hagstrom, SMEC PLM; Jonathan Phillips, Contact Center; Lorelea Moore Avaya Learning Development and Certification
3:30 PM	3:45 PM	<b>Break</b>	
3:45 PM	5:30 PM	<b>TSSR # 3 &amp; Joint TF - Avaya Support Services &amp; Executive Round Table</b>  Tim Baxter - Director, GSS Channel Offers George DeMeglio - Avaya Support Services Tom Jencz - Director Enterprise Technical Support and CALA Glenn Skinner - Sr. Director of Technical Support Todd Hagstrom - Director, Small and Medium Enterprises Ken Pericak, Leader Enterprise Voice Product Management	
6:00 PM	8:00 PM	<b>Reception Hosted by DAC (Thank you to our Developer Parnters) - Pacifica Ballroom 6</b>	



Time	End	General Session - Pacifica Ballroom 1-3
8:00 AM	8:15 AM	<b>Rick Dawybida, DAC President - Opening Comments</b>
8:15 AM	8:25 AM	<b>Rick Dawybida, DAC President - New Members Welcome</b> New Members Welcome
8:25 AM	8:40 AM	<b>Larry Posner, CEO - InfoPlus, A Bristol Capital Company</b> InfoPlus will provide a brief review of its InfoPlus Services Portfolio, and focus on how the services can help channel partners add value to Nortel PASS agreements. We will also discuss how InfoPlus Services can be leveraged to provide a consistent solution set for both Avaya and heritage Nortel customers.
8:40 AM	9:20 AM	<b>Rick Dawybida, DAC President - Task Force Updates</b> Committee and TF updates.
9:20 AM	10:20 AM	<b>Dan DeBacker, Data Solutions Architect - Avaya's Data Networking Solutions Strategy and Vision</b> Avaya's vision for the Enterprise – "Plug & Play Communications" – calls for a new level of synergy between People, the collaborative real-time Applications that they use, and the underlying, enabling network. The goal is to deliver a consistent Enterprise-class experience, one that supports context-aware collaboration that is always-on, simplified and virtualized. A key building block for this vision is the foundational data network which Avaya has re-affirmed its commitment to carry forward. During this general session, we will share the investment strategy and vision for the Data Networking portfolio which is based on being the most dependable, efficient, and cost effective solution in the market.
10:35 AM	10:50 AM	<b>Alan Percy, Director of Market Development - Audiocodes</b> Unified Communications promises to improve efficiency and reduce costs for the SME, but not if the reseller can't figure out how to install it or earn a profit doing so. Attend this session to learn about BusinessPLUS with Avaya SCS, a new joint solution from Avaya and AudioCodes that simplifies the deployment of open, SIP-based Unified Communications and most importantly, makes UC profitable.
10:50 AM	11:35 AM	<b>Mary Ann Littler, Senior Director, Global Channel Strategy, Avaya Global Services - Avaya Global Services Vision and Strategy</b> Mary Ann will discuss the recent Service Integration Policies and upcoming new offers for the Avaya Partner ecosystem. She will also cover additional efforts on protecting intellectual property and process improvements.
11:35 AM	11:50 AM	<b>Rana Banik, Director of Sales - RSI</b> Resource Software Int'l (RSI) is a leading developer of Total Unified Communication Management Solutions (TUCMS) for Avaya and legacy Nortel brand systems. We bring forward the best technologies of both companies. RSI has you covered with dynamic seasoned applications that leverage the best technologies of both portfolios. We will continue to work with Avaya in developing best-in-class call accounting and total unified communication management solutions for every enterprise for platforms including Avaya Aura Communication Manager, Avaya IP Office, Avaya BCM, Avaya CS1000, Avaya Meridian 1, Avaya Norstar and Avaya SCS.
<b>Pacifica Ballroom 1-3</b>		
12:50 PM	2:05 PM	<b>TSSR # 1 - Avaya Technical Support Model</b> Tom Jencz - Director Enterprise Technical Support and CALA & Glenn Skinner - Sr. Director of Technical Support This session will review the Avaya support model for it's Channel Partners including support flow, case priority mapping, and escalation processes. It will outline the new organizational structure, and discuss future improvement initiatives.
2:15 PM	3:30 PM	<b>TSSR # 2 - Avaya Key Performance Indicators &amp; Corrective Content Delivery</b> Tom Jencz - Director Enterprise Technical Support and CALA & Glenn Skinner - Sr. Director of Technical Support Barb Hayward - Manager -Corrective Content Governance/Tools (GPS) This session will review the KPI's that Avaya will focus on wrt Technical Support. It will include baselines and targets that are being set for 2010. As part of this session we will also review Avaya's CSAT transactional survey strategy and implementation plan. In the second part of this session we will review the current performance of Avaya's corrective content delivery specific to CS1000. We will also review improvement initiative specific to Corrective Content Delivery.
3:45 PM	5:30 PM	<b>TSSR # 3 &amp; Joint TF - Avaya Support Services &amp; Executive Round Table</b> Tim Baxter - Director, GSS Channel Offers George DeMeglio – Avaya Support Services Tom Jencz - Director Enterprise Technical Support and CALA Glenn Skinner - Sr. Director of Technical Support Todd Hagstrom - Director, Small and Medium Enterprises Ken Pericak, Leader Enterprise Voice Product Management  The first half of the session will be a presentation of a more detailed view of the Heritage NES Product partner support services portfolio (e.g. service attachment changes, process updates, Service Continuity Process). A significant amount of time will be allotted for open partner dialogue. The 2nd half will be dedicated to reviewing hot issues and any topics of concern from the Partner Community related to Customer Support. Key Avaya Customer Support and Product Management members will be present to address these concerns and take additional action items as required.



Pacifica Ballroom 4&5	
12:50 PM - 2:05 PM	<p><b>Joint Task Forces #1 - SMTF, PMTF, CTTF, ENG, DTC - Partner Source/Sales Force.com, Avaya eBusiness Tools and Supply Chain Integration Roadmap overview and status.</b></p> <p>Bill Carroll, Leader Avaya Channel Operations Frank Carbone, Leader Avaya eBusiness Tools Barry Murash, VP Avaya Supply Chain</p> <p>A presentation on Partner Source/SalesForce.com plans, Avaya eBusiness Tools and Supply Chain Integration Roadmap overview and status. This update will include a review of modifications and enhancements to Avaya's eBusiness Tools suite (GPPC, Enterprise Configurator including all modules, Order Centre and KRS), and the Supply Chain Integration Roadmap. This session will cover the year to date deliverables and what's still to come in 2010.</p>
2:15 PM - 3:30 PM	<p><b>Joint Task Forces #2 - SMTF, PMTF, CTTF, ENG, DTC</b> <b>Avaya New Product Roadmap Partner planning</b> <b>Channel Readiness Training Plans</b></p> <p>Scott Gregg, Avaya Channel Readiness Manager; Ken Pericak, Enterprise Voice PLM; Roger Brassard, Messaging PLM; Todd Hagstrom, SMEC PLM; Jonathan Phillips, Contact Center; Lorelea Moore Avaya Learning Development and Certification</p> <p>Avaya New Product Roadmap - Partner perspectives/discussion - An open discussion about the major products planned for launch relative to the new Avaya Integrated Roadmap that was presented during the General Session. The overall channel readiness training plan associated with the roadmap [documentation, training and certification deliverables] will also be discussed.</p>
6:00 PM - 8:00 PM	<b>Reception Hosted by DAC (Thank you to our Developer Partners) - Pacifica Ballroom 6</b>

Time	End				
7:15 AM	- 7:50 AM	<b>Continental Breakfast - (Registration Opens at 7:00 AM) - Pacifica Ballroom 6</b>			
		<b>Breakouts &amp; Workshops</b>			
		<b>Pacifica Ballroom 1-3</b>	<b>Pacifica Ballroom 4&amp;5</b>	<b>Coral Sea</b>	<b>Java Sea</b>
8:00 AM	- 9:15 AM	<b>Joint Task Forces #3 - SMTF, PMTF, DTF, CTF, ENG 2010 Marketing Programs review</b>  Ed Wadbrook, Avaya Aura Product Leader	<b>DTC # 1 - Technical Documentation - What's in it for you!</b>  Denis Laliberte, Avaya Global Information Solutions	<b>CCTF # 1 - Avaya Next Generation Context Center</b>  Jonathan Phillips BCSG Manager /Jennifer Judy Channel Manager	<b>Canadian Distributors</b>  Ken Pituley, Director Canadian Channel Operations Dan Silverman, TF Lead
9:15 AM	9:25 AM	<b>Swap Over Period</b>			
9:25 AM	- 10:40 AM	<b>CTTF # 1 - eBusiness Tools in Review</b>  Bart Westbrook, Americas eBusiness Tools Deployment Prime	<b>DTC # 2 - Avaya Competency Model - Roadmap to success!</b>  Barry Hill, Avaya Learning - Training Development and Certification Lorelea Moore, Avaya Learning - Training Development and Certification	<b>CCTF # 2 - Contact Center Offsite Agent 2.0</b>  Jonathan Phillips BCSG Manager /Jennifer Judy Channel Manager	<b>SMB # 1 Joint Task Force SMEC &amp; Product Manager Team - Portfolio roadmap for small and medium enterprises</b>  Todd Hagstrom - Director, Small and Medium Enterprises
10:40 AM	- 10:55 AM	<b>Break</b>			
10:55 AM	- 12:10 PM	<b>CS 1000 # 1 - CS 1000 Release 7.0 What's New and Roadmap</b>  Ken Pericak, Leader Enterprise Voice Product Management	<b>DTC # 3 - Avaya Competency Model - Roadmap to success! (Continued)</b>  Barry Hill, Avaya Learning - Training Development and Certification Lorelea Moore, Avaya Learning - Training Development and Certification Kathy Sobus, Avaya Learning - Curriculum Architect	<b>CCTF # 3 - Overview of SIP and our Solution Portfolio</b>  Jonathan Phillips BCSG Manager	<b>SMB # 2 - IP Office Knowledge Transfer - session 1</b>  Donna Gifford, Channel Sales Engineer Andy Ertle, Early Introduction Product Support
12:10 PM	- 1:10 PM	<b>Lunch - Pacifica Ballroom 6</b>			
1:10 PM	- 2:25 PM	<b>CS 1000 System Management # 1 - What's new Managing CS1000 release 7</b>  John Cato, Senior PLM, OA&M, Security, E911	<b>Engineering TF - Nortel Heritage CS1000 Evolves to the Next Solution with Avaya Aura</b>  Chris Miller, ETF Chair, Dan Gregatti, Nortel CTTF Prime,	<b>CCTF # 4 - Service Creation Environment - Tips and Tricks</b>  Jonathan Phillips BCSG Manager	<b>SMB # 3 - IP Office Knowledge Transfer - session 2</b>  Donna Gifford, Channel Sales Engineer Andy Ertle, Early Introduction Product Support
2:25 PM	- 2:40 PM	<b>Break</b>			
2:40 PM	- 3:55 PM	<b>CS 1000 # 2 - Avaya Aura Fundamentals</b>  Ed Wadbrook, Avaya Aura	<b>SMTF # 1 - Supply Chain Update</b>  Dave McCrea, Director Enterprise Supply Chain Operations	<b>CCTF # 5 - Workforce Optimization (WFO) Product and Channel Readiness Update</b>  Jim Demarest, PLM	<b>Open</b>
3:55 PM	- 4:05 PM	<b>Swap Over Period</b>			
4:05 PM	- 5:20 PM	<b>CS 1000 System Management # 2 - Avaya Aura Management Solution for Enterprise Voice and Data</b>  John Cato, Senior PLM, OA&M, Security, E911	<b>SMTF # 2 - Operations Futures Discussion</b>  Tracie Baer (AT&T), Manager-Purchasing Cheryl Thompson (Bell Canada), Manager Supply Chain Operations	<b>CCTF # 6 - Making UC work for you with Avaya Agile Communication Environment (ACE)</b>  Diane Santiago Channel Manager	<b>SMB # 4 - BCM-IP Office Convergence Details and BCM Next Release</b>  Todd Hagstrom - Director, Small and Medium Enterprises Natalia Kagramanova, Product Management, Avaya

Time	End	Pacific Ballroom 1-3
8:00 AM	9:15 AM	<b>Joint Task Forces #3 - SMTF, PMTF, DTF, CTTF, ENG</b> <b>2010 Marketing Programs review</b> Ed Wadbrook, Avaya Aura Product Leader Marketing Program discussion. This is a great opportunity for partners to have a dialogue regarding Avaya Marketing plans.
9:25 AM	10:40 AM	<b>CTTF # 1 - eBusiness Tools in Review</b> Led by the one of the top eBusiness tools experts, this workshop will provide a detailed review 'What's Coming' in EC 9.0. This workshop will be tailored to our users with user driven demonstrations and dialogue. Participants will have ample time to request demonstrations of specific functionality and product configurations and to provide valuable feedback on the tools. An in-depth questions and answer session is planned as well. Plan on coming early to get an up-front seat for this breakout session!
10:55 AM	12:10 PM	<b>CS 1000 # 1 - CS 1000 Release 7.0 What's New and Roadmap</b> Ken Pericak, Leader Enterprise Voice Product Management This session will provide a detailed overview of the CS 1000 Release 7.0 content: High Scalability – Centralized Management, SIP Trunk and SIP Line Enhancements, CPDC, CPMG32, CPMG 128, Network Wide Soft Media Services, Hospitality Enhancements, MobileX Enhancements, IPv6, IP Attendant Console, Soft Switch Solution, Deployment Manager Enhancements, IP Line Enhancements, and more. This session will also cover the CS 1000 and Avaya Aura roadmap plans.
1:10 PM	2:25 PM	<b>CS 1000 System Management # 1 - What's new Managing CS1000 release 7</b> John Cato, Senior PLM, OA&M, Security, E911 This workshop presents in details the enhancements being introduced in release 7 making the management of CS1000 simpler and more efficient. Discover how functionalities that were previously supported through the 'Telephony Manager' have now converged into the UCM solution. See how newly introduced CS1000 release 7 core features including Media Services, HS systems and Sip Trunk Bridge are supported by component of the UCM solution as the Element Manager, The Deployment Manager, the Patch manager. This workshop is a key learning opportunity for everybody involved the configuration and maintenance of CS1000 systems and a must for any previous users of the Telephony Manager application.
2:40 PM	3:55 PM	<b>CS 1000 # 2 - Avaya Aura Fundamentals</b> Ed Wadbrook, Avaya Aura An overview presentation of Avaya Aura that provides distributors with fundamentals of an Avaya Aura system – components and sample deployment architecture, applications solutions, Branch, Standard, Enterprise solution sets, Session Manager and Multivendor Interoperability, specifically covering the CS 1000.
4:05 PM	5:20 PM	<b>CS 1000 System Management # 2 - Avaya Aura Management Solution for Enterprise Voice and Data</b> John Cato, Senior PLM, OA&M, Security, E911 This workshop presents Avaya's vision, strategy and roadmap for the evolution of the system management portfolio for enterprise voice and data. Discover how we are converging Nortel's UCM and Avaya's System Manager to build a best in class solution to reduce the complexity of managing systems by supporting the convergence and the integration of many applications in a secured infrastructure. Hear everything about management of Subscribers and services. Learn how you can use our management solutions to manage your UC networks, as well as your data network infrastructure. This workshop is a key opportunity to receive information on Avaya's vision and strategy and to discuss impacts on your business, share thoughts on workflows associated with the operations of customer's enterprise networks, and influence Avaya's direction in this area.
Time	End	Pacific Ballroom 4&5
8:00 AM	9:15 AM	<b>DTC # 1 - Technical Documentation - What's in it for you!</b> Denis Laliberte, Avaya Global Information Solutions Technical Documentation plays a critical role in a channel's ability to support and service products. Please join this session to learn more about what is available today, the processes in place to communicate recommended changes back into the documentation team and metrics associated with issues reported. In this session a read-out from the CS1K Upgrades documentation sub-team will be provided. In addition a status update will be provided on activities the Technical documentation team is focused on as we migrate content and tools into a standard model for all products outlined in the Integrated POR. This session will close with a presentation from Innovatia. They will also be present this week in the Demo room as well so please stop by their table.
9:25 AM	10:40 AM	<b>DTC # 2 - Avaya Competency Model - Roadmap to success!</b> Barry Hill, Avaya Learning - Training Development and Certification Lorelea Moore, Avaya Learning - Training Development and Certification Kathy Sobus, Avaya Learning - Curriculum Architect The Training and Certification team will provide a view into the Avaya Competency Model, the Training and Certification curriculum and tools that will be available to assist with planning and enabling partners to ramp on the Integrated POR and Avaya Connect. In addition a status update will be provided on activities the team is focused on as we migrate content and tools into a standard model for all curriculum.
10:55 AM	12:10 PM	<b>DTC # 3 - Avaya Competency Model - Roadmap to success! (Continued)</b> Barry Hill, Avaya Learning - Training Development and Certification Lorelea Moore, Avaya Learning - Training Development and Certification Kathy Sobus, Avaya Learning - Curriculum Architect This session is a continuation of material outlined in Session 2. At the close of this session actions taken will be reviewed for follow-up on monthly calls. This session will open with a presentation from Global Knowledge. They will also be present in the Demo room this week as well so please stop by their table..
1:10 PM	2:25 PM	<b>Engineering TF - Nortel Heritage CS1000 Evolves to the Next Solution with Avaya Aura</b> Chris Miller, ETF Chair, Dan Gregatti, Nortel CTTF Prime, Tips, tricks & recommendations for Sales Engineers on the design and migration of CS1000 with Aura.
2:40 PM	3:55 PM	<b>SMTF # 1 - Supply Chain Update</b> Dave McCrea, Director Enterprise Supply Chain Operations Review of Delivery Performance Metrics for Enterprise product shipments, Key Contributors to delayed shipments and Recovery Initiatives being pursued by Nortel/Avaya, Partner Order Management Metrics and Improvement Opportunities.
4:05 PM	5:20 PM	<b>SMTF # 2 - Operations Futures Discussion</b> Tracie Baer (AT&T), Manager-Purchasing Cheryl Thompson (Bell Canada), Manager Supply Chain Operations Open discussion surrounding Operating Practices, Policies and Procedures to help ensure future operations are modeled after best practices. Discussion to include topics such as Order Placement, eTools (OC/GPPC/KRS), Product Lead Time, Backorder Notifications, Delivery Performance Metrics, Warranty & Repair and more.

Time	End	Coral Sea
8:00 AM	- 9:15 AM	<b>CCTF # 1 - Avaya Next Generation Context Center</b> Jonathan Phillips BCSG Manager /Jennifer Judy Channel Manager Join us for a review of the upcoming introduction of the Avaya Next Generation Context Center. We will discuss the evolution to NGCC from various current platforms and also look into the future development plans for the NGCC as it incorporates and leverages the best of the Avaya and NES suites.
9:25 AM	- 10:40 AM	<b>CCTF # 2 - Contact Center Offsite Agent 2.0</b> Jonathan Phillips BCSG Manager /Jennifer Judy Channel Manager Find out what's new in this hot solution that your customers are clamoring for, and how you can leverage the simplicity and new enhancements to increase the addressable market, decrease implementation costs and overall solution pricing, and simplify your support with the powerful solution for agents who can work from home over a standard PSTN circuit, or from a remote location across a tie trunk or DID, and still be part of the "host" contact center.
10:55 AM	- 12:10 PM	<b>CCTF # 3 - Overview of SIP and our Solution Portfolio</b> Jonathan Phillips BCSG Manager Are you thirsty for an understanding of SIP? Or are you drowning in the overuse of acronyms and want to know the real value for you and your customers of this technology? Join us for a primer on SIP and the solutions which are made possible through the use of this technology and architecture.
1:10 PM	- 2:25 PM	<b>CCTF # 4 - Service Creation Environment - Tips and Tricks</b> Jonathan Phillips BCSG Manager Join us for a review of what can be done in Service Creation Environment, and a sharing of some sample flows. We will talk about the transition from "scripts" to "flows", things to avoid, and techniques for optimizing the use of flows. Bring your favorites along as well!
2:40 PM	- 3:55 PM	<b>CCTF # 5 - Workforce Optimization (WFO) Product and Channel Readiness Update</b> Jim Demarest, PLM This workshop will provide a review of the latest WFO product roadmap and channel readiness considerations for the Contact Recording, Quality Monitoring, Workforce Management, Speech Analytics and Customer Feedback applications offered by Avaya to channel partners for deployment with new prospects and existing Nortel and/or Avaya installed base customers.
4:05 PM	- 5:20 PM	<b>CCTF # 6 - Making UC work for you with Avaya Agile Communication Environment (ACE)</b> Diane Santiago Channel Manager This workshop will provide a detailed overview of the Avaya Agile Communication Environment, including the latest on integration with 3rd party business applications, Packaged applications suite, IT toolkits for simplified custom application development, and how to extend Aura's open environment with ACE. The latest channel readiness plans, including accreditation strategy will be covered as well.
Time	End	Java Sea
8:00 AM	- 9:15 AM	<b>Canadian Distributors</b> Ken Pituley, Director Canadian Channel Operations Dan Silverman, TF Lead We will discuss any new issues which are unique to the Canadian distributors. Topics can cover any aspect of the business.
9:25 AM	- 10:40 AM	<b>SMB # 1 Joint Task Force SMEC &amp; Product Manager Team - Portfolio roadmap for small and medium enterprises</b> Todd Hagstrom - Director, Small and Medium Enterprises This session will cover high level plans for converged portfolio evolution and what channel partners need to know to prepare (Support, Services, LCM, Warranty)
10:55 AM	- 12:10 PM	<b>SMB # 2 - IP Office Knowledge Transfer - session 1</b> Donna Gifford, Channel Sales Engineer Andy Ertle, Early Introduction Product Support This session will provide information about IP Office history, life cycle management policy and product positioning. Information in this session will be important to better understand the strategy for BCM and IP Office convergence presented later in the conference
1:10 PM	- 2:25 PM	<b>SMB # 3 - IP Office Knowledge Transfer - session 2</b> Donna Gifford, Channel Sales Engineer Andy Ertle, Early Introduction Product Support Session will cover a hands-on Demo of IP Office. In addition, installation, troubleshooting and support practices will be covered.
4:05 PM	- 5:20 PM	<b>SMB # 4 - BCM-IP Office Convergence Details and BCM Next Release</b> Todd Hagstrom - Director, Small and Medium Enterprises Natalia Kagramanova, Product Management, Avaya The session will provide detailed overview how BCM hardware, features, user experience and knowledge base will evolve as a part of BCM and IP Office platform convergence. Additionally, will provide details on BCM next release.



# DAC Americas, Spring 2010, Orlando, FL

## "Exponentially Better"

Thursday, March 11 - Agenda



Time	End				
7:15 AM	7:50 AM	<b>Continental Breakfast - (Registration Opens at 7:00 AM) - Pacifica Ballroom 6</b>			
<b>Breakouts &amp; Workshops</b>					
		<b>Pacifica Ballroom 1-3</b>	<b>Pacifica Ballroom 4&amp;5</b>	<b>Coral Sea</b>	<b>Java Sea</b>
8:00 AM	9:15 AM	<b>CS 1000 # 3 - Conferencing Solutions</b>  Ken Pericak, Leader Enterprise Voice Product Management	<b>CTTF # 2 - CTTF Breakout Session: Deep-dive into the 2010 eBusiness Tools</b>  Pam Geiger, CTTF Chair; Randy McDowell, CTTF Deputy Chair; Bart Westbrook, Avaya CTTF Prime	<b>CCTF # 7 - Self-Service Portfolio Update</b>  Larry Ciccarelli, PLM	Open
9:15 AM	9:25 AM	<b>Swap Over Period</b>			
9:25 AM	10:40 AM	<b>CS1000 # 4 - CS 1000 and Avaya Aura UC Solutions</b>  Ken Pericak, Leader Enterprise Voice Product Management	Open	<b>Messaging TF # 1 - Messaging 2010 Roadmap</b>  Roger Brassard, Avaya , Messaging Product Management	<b>SMB # 5 - SCS RIs 4.0 Tech Transfer and future development roadmap overview</b>  Ian Maclaren, SCS Product Manager
10:40 AM	10:55 AM	<b>Break</b>			
10:55 AM	12:10 PM	<b>CS 1000 # 5 - Interactive Forum</b>  Ken Pericak, Ed Wadbrook, with team	<b>DNSS TF # 1 - Unleashing the Potential of Wireless Networking</b>  Dan DeBacker, Data Solutions Architect	Open	<b>SMB # 6 - BCM Trouble Shooting and Support Best Practices</b>  Gord Galletti, SMEC Technical Support Engineer
12:10 PM	1:10 PM	<b>Lunch - Harbourside Ballroom</b>			
1:10 PM	2:25 PM	<b>CS 1000 # 6 - Unified Communications Management</b>  Michael Curry, GNPS Support Engineer	<b>DNSS TF # 2 - The Data Center Evolution – Architecture and Best Practices for Today, Tomorrow, and Beyond</b>  Dan DeBacker, Data Solutions Architect	<b>Messaging TF # 2 - Messaging Evolution - Introduction to Aura</b>  Roger Brassard, Avaya , Messaging Product Management	<b>SMB # 7 - SMB Bear Pit session including supply chain update</b>  Todd Hagstrom, Director, Small and Medium Enterprises Natalia Kagramanova, Product Management, Avaya
2:25 PM	2:40 PM	<b>Break</b>			
2:40 PM	3:55 PM	<b>CS 1000 # 7 - Unified Communications Management Continued...</b>  Michael Curry, GNPS Support Engineer	<b>DNSS TF # 3 - Network Management – Go ahead take it out of the shrink wrap, install it, and use it !!</b>  Dan DeBacker, Data Solutions Architect Jeff Buddington, Product Manager Network Management Solutions	<b>Messaging TF # 3 - Messaging – Maintenance / Tips &amp; Tricks</b>  Roger Brassard, Avaya , Messaging Product Management	Open
3:55 PM	4:00 PM	<b>Swap Over Period</b>			
<b>Closing Session - Pacifica Ballroom 1-3</b>					
4:00 PM	4:15 PM	Avaya ESC, Tom Jencz, Dave McCrea, Bill Carroll, Todd Hagstrom - Executive Homework			
4:15 PM	4:55 PM	Rick Dawybida, DAC President - Committee and TF Wrap-up			
4:55 PM	5:10 PM	Rick Dawybida, DAC President - Closing Comments			
6:00 PM	7:00 PM	<b>Reception Hosted by DAC - Promenade Deck</b>			
7:00 PM	9:00 PM	<b>Dinner Hosted By Avaya - Flower Fund Raffle to Follow - Pacifica Ballroom 6</b>			

Time	End	Pacifica Ballroom 1-3
8:00 AM	9:15 AM	<b>CS 1000 # 3 - Conferencing Solutions</b> Ken Pericak, Leader Enterprise Voice Product Management For any business, the ability for employees to collaborate anytime, anywhere, and with anyone is critical to achieving high productivity and cost-effectiveness. Avaya's Conferencing and Collaboration solutions enable this. We offer configurations for businesses of every size, delivering capabilities like audio conferencing, web conferencing and sharing of desktops and applications. By eliminating the fees associated with external conferencing, Avaya's Conferencing and Collaboration helps you cut costs and realize a rapid ROI. This session will spell out the details of Avaya's Conferencing and Collaboration solutions available today and what will be available in the near future, and include an update on plans for same on the CS 1000.
9:25 AM	10:40 AM	<b>CS1000 # 4 - CS 1000 and Avaya Aura UC Solutions</b> Ken Pericak, Leader Enterprise Voice Product Management While the dream of UC is very broad, there are still many practical challenges in cost-justifying and deploying the tools needed to provide even basic UC functions. This session will discuss where we are in that evolution and discuss specifics of the Avaya roadmap to continue to enhance and expand the UC soft client portfolio. In particular, we will cover recent product introductions such as IM and Presence Application and IP Softphone 3456, as well as looking at how best to leverage the combined investments and available solutions from Avaya and either of Microsoft or IBM. The roadmap for video, instant messaging, presence and Microsoft / IBM integration will be described. In the ever and rapidly-changing mobile environment we will discuss Avaya's progress and roadmap with the iPhone, Blackberry and other devices.
10:55 AM	12:10 PM	<b>CS 1000 # 5 - Interactive Forum</b> Ken Pericak, Ed Wadbrook, with team This is a structured interactive session. There will be several focus areas and a pause for questions and answers after each brief presentation. Discussion topics for the interactive forum include: Lifecycle policy Roadmap, Competitive strengths, opportunities by product/solution.
1:10 PM	2:25 PM	<b>CS 1000 # 6 - Unified Communications Management</b> Michael Curry, GNPS Support Engineer Overview, System Reporting Logs and Diagnostic Services. The objective of this session is to provide further insight and knowledge of the tools being used to isolate and troubleshoot reported UCM faults: UCM Overview and Architecture, Security & System Reporting / Logs, Diagnostic Services, Effective Troubleshooting Methods.
2:40 PM	3:55 PM	<b>CS 1000 # 7 - Unified Communications Management Continued...</b> Michael Curry, GNPS Support Engineer Overview, System Reporting Logs and Diagnostic Services. The objective of this session is to provide further insight and knowledge of the tools being used to isolate and troubleshoot reported UCM faults: UCM Overview and Architecture, Security & System Reporting / Logs, Diagnostic Services, Effective Troubleshooting Methods. This is a repeat of Session 6.
Time	End	Pacifica Ballroom 4&5
8:00 AM	9:15 AM	<b>CTTF # 2 - CTTF Breakout Session: Deep-dive into the 2010 eBusiness Tools</b> Pam Geiger, CTTF Chair; Randy McDowell, CTTF Deputy Chair; Bart Westbrook, Avaya CTTF Prime Avaya eBusiness Tools overview and status. This update will review the detail eBusiness Tools suite (GPPC, Enterprise Configurator including all modules, Order Centre and KRS) schedule for 2010. We will also be reviewing the eBusiness Tools road map with the new Avaya product road map. Open discussions/questions with regards to the future of the eBusiness Tools.
10:55 AM	12:10 PM	<b>DNSS TF # 1 - Unleashing the Potential of Wireless Networking</b> Dan DeBacker, Data Solutions Architect Avaya's wireless strategy is focused on delivering WLAN solutions that meet the challenges of today, tomorrow, and into the future. Today 802.11a/b/g is the default technology. Systems are deployed as a simple overlay – scaling can be an issue in environments that are seeking to maximize the use of their Wireless deployments. In this session we'll do a deep dive on the brand new WLAN 8100 Series of 802.11n-based Access Points and Wireless Appliances. The introduction of the WLAN 8100 represents a fundamental shift in wireless technology by establishing the "split plane" that is necessary to realize the scalability potential that the base 802.11n technology offers. In this architecture, data forwarding will transfer to the Core/Distribution Switches while the control function remains a function of the wireless networking appliance.
1:10 PM	2:25 PM	<b>DNSS TF # 2 - The Data Center Evolution – Architecture and Best Practices for Today, Tomorrow, and Beyond</b> Dan DeBacker, Data Solutions Architect The Data Center is the one of the most important areas within the Enterprise network. This becomes more evident as consolidation efforts continue to be a top priority for most customers. Ensuring 7x24x365 access is paramount to keeping the business running. The complexity of the applications and the networks supporting them increases on a daily basis. This session will introduce the Avaya Data Center Architecture and the long term strategies that will reduce complexity, reduce total cost of ownership, and increase the speed and flexibility required to support the business applications of the Enterprise. Learn the proven best practices for Data Center network deployment, troubleshooting, and on-going management; all key factors in the overall success of the Enterprise Data Center.
2:40 PM	3:55 PM	<b>DNSS TF # 3 - Network Management – Go ahead take it out of the shrink wrap, install it, and use it !!</b> Dan DeBacker, Data Solutions Architect Jeff Buddington, Product Manager Network Management Solutions All too many times network management software is purchased and not installed or not used to its full capability. Multiple different applications that ran in silo's made it cumbersome to install and to use. No information sharing meant that the network manager had to correlate the information manually. This led many to use shareware tools or create their own to get the job done. Those days are behind us. During this session we will walk thru a hands-on, live demonstration on how to use Avaya's Unified Communications Management (UCM) software suite to troubleshoot common problems. With single sign-on to UCM, the network manager can now seamlessly move between different management applications to easily identify and troubleshoot problems in the network. This functionality is enhanced by the sharing of information between the applications – working smarter, not harder now becomes reality.

Time	End	Coral Sea
8:00 AM	9:15 AM	<b>CCTF # 7 - Self-Service Portfolio Update</b> Larry Ciccarelli, PLM This workshop will provide an overview of AVAYA's self service portfolio including a detailed discussion of new features and future technology directions.
9:25 AM	10:40 AM	<b>Messaging TF # 1 - Messaging 2010 Roadmap</b> Roger Brassard, Avaya , Messaging Product Management  This session provides technical details and customer/partner value-proposition information for planned product releases encompassing: - CallPilot 1006r rackmount platform - CallPilot 5.0/Service Update 8 (SU08) new features/functionality, customer/partner benefits - Hospitality Messaging Server 400: - Service Update 18 - New AVAYA COTS/Rackmount server - Release 3.0 highlights (platform migration, etc.) - Modular Messaging
1:10 PM	2:25 PM	<b>Messaging TF # 2 - Messaging Evolution - Introduction to Aura</b> Roger Brassard, Avaya , Messaging Product Management  Session Highlights: - Next-generation strategy (features and focus on customer/partner value proposition) - Fundamentals of an Aura system – components, architecture, deployment topology, and flexibility - Messaging solution release roadmap - Migration opportunities (Octel>Modular Messaging, Meridian Mail>CallPilot or Modular Messaging) - What to do scenarios (upgrade, migrate, etc.)
2:40 PM	3:55 PM	<b>Messaging TF # 3 - Messaging – Maintenance / Tips &amp; Tricks</b> Roger Brassard, Avaya , Messaging Product Management This session provides technical details for troubleshooting various problems frequently reported to Avaya support. The session will provide tips/tricks suitable for distribution to field staff to increase skillsets and reduce calls into NOC/TAC support centers. Highlight of troubleshooting topics include: - Desktop Messaging (using CPTTrace to resolve connectivity/operational issues) - Fax messaging (recovering from creation/delivery issues) - Application Builder - Identifying and recovering from corruption - Application Builder Explorer tool V2 (newer version benefits and usage) - and more. - Plus...Sneak peek at upcoming Flight Recorder
Time	End	Java Sea
9:25 AM	10:40 AM	<b>SMB # 5 - SCS RIs 4.0 Tech Transfer and future development roadmap overview</b> Ian Maclaren, SCS Product Manager Learn how the Nortel Software Communication System can open up new revenue opportunities. This session is designed for Partner Product Management or Business/Service Development and Network Operations participants. The session will provide details on the SCS Release 4 content, solution components and product positioning. SCS will also be featured in the DAC demo area for those who want to get a closer look at the product and technology.
10:55 AM	12:10 PM	<b>SMB # 6 - BCM Trouble Shooting and Support Best Practices</b> Gord Galletti, SMEC Technical Support Engineer Tips on SMB products diagnostics and troubleshooting will be provided by the support organization. In particular, information on the following applications/ components will be provided: Data Migration Manager, Professional Call Record, BCM 450 Hardware Components, and Application Launcher. This will be an opportunity to ask BCM/SCS support experts any questions you may have.
1:10 PM	2:25 PM	<b>SMB # 7 - SMB Bear Pit session including supply chain update</b> Todd Hagstrom, Director, Small and Medium Enterprises Natalia Kagrananova, Product Management, Avaya During this session Avaya will address questions that arise during the earlier sessions and from operational experience. Participants are encourage to identify any questions that they bring with them to the DAC event as early as possible, either by speaking to one of the Avaya participants or by email to the task force primes, Tim Eichhorn or Keith Jones. This allows Avaya to reach out to co-workers as required to obtain replies to partner questions.
Time	End	Pacifica Ballroom 1-3
4:00 PM	4:15 PM	Avaya ESC, Tom Jencz, Dave McCrear, Bill Carroll, Todd Hagstrom - Executive Homework
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