

CTC Sixth Annual Credit Union Technology Summit
August 15 - 18, 2001
Wyndham Palace Resort & Spa
Lake Buena Vista, FL

WEDNESDAY, August 15

12:00 - 6:00 pm

Registration

1:00 - 5:00 pm

Preconference Workshop
eSignatures and the PKI Resurrection

Wayne Varga, VP Strategy and Product Development,
ARCANVS, Salt Lake City, UT

6:00 - 7:00 pm

Welcome Reception

THURSDAY, August 16

7:00 am - 4:00 pm

Registration

8:00 - 9:00 am

Continental Breakfast

9:00 - 10:30 am

Keynote Address

The Disney Approach to Quality Service

Disney Institute, Lake Buena Vista, FL

10:30 - 10:45 am

Networking Break

10:45 - 12:00 pm

Breakouts

The Top 10 Technologies

Mark Sievwright, President/CEO, TowerGroup, Needham, MA

The Future of ATMs

Alan Falconer, Sr. Vice President, Paragon Data Services,
Youngstown, OH

IP Telephony and Convergence

Howie Applebaum, Global Strategic Opportunities Division,
Avaya Communication

Account Aggregation in Credit Unions

John Henry, CUNA Mutual Group, Holland, OH

- 12:00 - 1:30 pm **Membership Lunch** (open to all attendees). Join us for a special presentation to our Best Practice Award winners.
- 1:30 - 2:45 pm **Breakouts Repeat**
- 2:45 - 3:00 pm **Networking Break**
- 3:00 - 4:15 pm **Home Banking/Bill Presentment Panel Discussion**
Panel Members:
* Digital Insight – Vincent Brennan, Internet Banking Project Manager, Digital Insight, Norcross, GA
* OnLine Resources Ray Crosier, COO, Online Resources Corp., McLean, VA
* ViFi - Peter Barnard, VP Business Development, ViFi, Indianapolis, IN
* Corillian - Matt Cone, Chief Marketing Officer, Corillian, Beaverton, OR
* Moderator: Jim Morrell, VP Information Services, Vancouver, WA

FRIDAY, August 17

- 8:00 - 9:00 am **Continental Breakfast**
- 9:00 - 10:30 am **General Session**
Communicating with Non-Technical Staff
Rory Rowland, President, Rowland Consulting, Independence, MO
- 10:30 -10:45 am **Networking Break**
- 10:45 - 12:00 pm **Peer-to-Peer Interactives**
- CRM - Business Intelligence
Jerry Thompson, Sr. VP/CIO, Dallas Teachers CU, Dallas, TX
- The Changing Role of Call Centers
Diane Branson, VP/COO, Fort Lewis Community FCU, Fort Lewis, WA
- How to Make a Happy Marriage Between IT & Marketing
Mary Olson, VP, Marketing and Dana Macie, IT Supervisor, Delta ECU, Atlanta GA
- XML - Alphabet Soup

Tom Kroen, Director of Information Systems, First Technology
CU, Beaverton, OR

12:00 - 1:30 pm

Networking Lunch

1:30 - 2:45 p.m.

Peer-to-Peer Interactives

2:45 - 3:00 p.m.

Networking Break

3:00 - 4:00 p.m.

**General Session
Security and Privacy Vulnerabilities**

Walter Kitchenman, Senior Analyst, TowerGroup, Bradenton,
FL

4:00 p.m.

Ice Cream Social – Families Invited

SATURDAY, August 18

7:30 - 8:30 am

Continental Breakfast

8:30 - 8:45 am

Scanning the eHorizon

Doug Benzine, VP, eCommerce, CUNA & Affiliates, Madison,
WI

8:45 - 9:15 am

E-Lending Practices

Joe Buscaglia, Manager, Member Interface Technologies, ESL
Federal CU, Rochester, NY

9:15 - 9:45 am

E-Access Practices

Tom Kroen, Director of Information Systems, First Technology
CU, Beaverton, OR

9:45 - 10:00 am

Networking Break

10:00 - 10:30 am

E-Marketing Practices

Wendi Costlow, VP Marketing, Community CU, Plano, TX

10:30 - 11:15 am

E-Practices, All Wrapped Up

Doug Benzine, VP, eCommerce, CUNA & Affiliates