

CIO Summit Agenda Hotel DuPont, Wilmington, DE September 5, 2002

8:00AM – 9:00AM Welcome

- Welcome Remarks (5 Minutes)
- Welcome from Our Sponsor (45 Minutes)
- Outline Day and Panel Format (5 Minutes)
- KPMG Consulting Tech Spend Survey (5 Minutes)

9:00AM – 10:00AM Privacy and Security Legislation: Implications for the Hospitality Industry

- Robert J. Chiaradio, KPMG Consulting – Legislative Overview (30 Minutes)
- Paula Puleo, Peppers and Rogers Group - Privacy Policy and Brand Loyalty (30 Minutes)

10:00AM-10:15AM Group Photo

10:15AM – 10:30AM Break

10:30AM – 12:00PM Privacy and Security Legislation: Implications for the Hospitality Industry

- Ron Plesser, Piper Rudnick – EU Safe Harbor Compliance Issues (30 Minutes)
- Adam Hoffinger, Piper Rudnick – Patriot Act Compliance Issues (30 Minutes)
- Group Discussion with Panelists (30 Minutes)

12:00PM - 1:00PM Lunch

- 1:00PM – 1:15PM** **Mike Kistner, Open Travel Alliance (OTA)**
- Overview of the OTA's work to date
- 1:15PM – 2:30PM** **The Present – Looking at the things that keep us up at night.....**
- Jon Inge, Jon Inge and Associates – Systems Integration, so, what's up with that?
 - Donald Gallagher, Managing Director, KPMG Consulting – Managed Services, how does it work? An overview of alternatives
- 2:30PM – 2:45PM** **Break**
- 2:45PM - 4:15PM** **The Future – How can we prepare for success?**
- Scott Anderson, High Country Hospitality – Who will be our customers?
 - John Burns, Hospitality Technology Consulting – What is the future of distribution?
 - Paul Brown, Director, McKinsey and Company – What is the key that will unlock future productivity gains?
- 4:15PM – 4:30PM** **Closing Remarks**
- 4:30PM** **Adjourn**