Sunday, Nov. 4 | PRE-CONFERENCE ACTIVITY

1:00 pm–5:00 pm  Golf Outing—Register today | La Paloma Country Club Golf Pro Shop

Monday, Nov. 5 | PRE-CONFERENCE ACTIVITIES

6:30 am–7:30 am  Morning Yoga | Sabino Vista
8:00 am–1:00 pm  TAG Board of Directors Meeting
9:00 am–10:00 am  3K Guided Walk Around Resort | Front Drive Porte Cochere
1:00 pm–5:00 pm  Registration Open | Lobby Foyer Registration Desk
2:00 pm–5:00 pm  Community Foundations Meeting (Community Foundation Staff Only) | Sonoran 1
2:00 pm–5:00 pm  Grants Managers Meeting (Foundation Staff Only) | Sonoran 2
6:00 pm–6:30 pm  New to TAG? 1st Timers Introduction to TAG | Terrace Level Patio
6:30 pm  Mix and Mingle—Sponsored by Fluxx | Terrace Level Patio
6:30 pm  Community Foundations Dinner (pre-pay during registration) | Murphey II & III
6:30 pm  Grants Managers Dinner (pre-pay during registration) | Azul Restaurant

Tuesday, Nov. 6 | 8:00 am–5:00 pm

Registration Open
Lobby Foyer Registration Desk

Tuesday, Nov. 6 | 8:00 am–8:45 am

Speed Networking—Ideal for first-timers; open to everyone
Terrace Level Patio

Tuesday, Nov. 6 | 9:00 am–10:30 am

Opening Breakfast and Keynote with Larry Irving | The Future of Technology and the Impact on Philanthropy
Grand Ballroom

The world has never been more connected, posing new challenges for public, private, and social sectors alike. The way philanthropies and their partners work together will change in profound ways with the advent of artificial intelligence, data analytics, the “internet of things,” virtual reality, autonomous vehicles, 5G wireless and other similar advancements. At this session, thought leader and technology pioneer Larry Irving will discuss the practical and ethical implications of emerging technologies; provide examples of best practices in both the commercial and philanthropic worlds; discuss security challenges; and provide a glimpse of the future these new technologies could herald, culminating in a provocative question—how might philanthropy ultimately help shape this future for the benefit of society?
Tuesday, Nov. 6 | 10:30 am–5:00 pm
Exhibitor Hall Open

Tuesday, Nov. 6 | 10:45 am–12:15 pm
Better, Not New: Dispelling the Myth of Technology Innovation

Our cultural definition of innovation often focuses on newness and uniqueness—e.g., the first organization to use the latest social media platform or the only one in the community with a mobile app. However, innovation for social impact that successfully ties to mission and community needs is often small, invisible to the public, and requires investment in existing systems, staff, and an inclusive culture. Innovation is not a new tool but a better way to use the tools we have for better outcomes. This interactive session will focus on both research highlights, recommendation, and peer-discussion to enable you to walk away with a practical action plan for advancing the culture of innovation within your team and organization.

Presenter
- Amy Sample Ward, CEO, NTEN

Choosing a Platform for Philanthropy: Grants Management and Beyond

Philanthropic organizations need different applications to help with diverse needs like managing grants, communications, and finance. Three philanthropic organizations will discuss how they are solving some individual system needs, while at the same time using Salesforce.com to create an information platform for the entire organization. Hear how and why these organizations selected the Salesforce platform and individual products for specific needs and learn about their paths to adopting Salesforce across their organizations.

Moderator
- Steve Andersen, Practice Director, Exponent Partners

Presenters
- Kathy Grant, Deputy Chief Information Officer, Hewlett Foundation
- Kelly Hayashi, Grants Manager, Heising-Simons Foundation
- Hannah Kahn, Director of Grants Management, Chan Zuckerberg Initiative

IT Trends: A Focus on Planning, Effectiveness & Cost Optimization

IT plays a key role in helping foundations fulfill their mission. It enables them to achieve operational efficiency, expand and improve services to stakeholders, and enhance effectiveness. Yet as technology becomes ever more
integral to operations, greater reliance also comes with a greater need to ensure that technology is planned for, managed, and deployed appropriately; that spending is strategic; that there is an appropriate return on investment; and that anticipated benefits are realized.

**Presenter**
- Mark Oster, National Managing Partner, Not-for-Profit and Higher Education practices, Grant Thornton

**Tuesday, Nov. 6 | 12:30 pm–1:45 pm**

**Lunch: Roundtables by Topic**

*Grand Ballroom*

**Tuesday, Nov. 6 | 2:00 pm–3:15 pm**

**Automation: Making Bots with Absolutely No Code**

*Technical Track | Canyon 1*

Join the presenters as they dive deeper into the automation opportunities available in Philanthropy. Through premade bots and simple automation software, many of the repetitive or logic-based tasks executed during normal operations can be performed without human assistance. The session will cover a brief overview of the environment of automation, list some options that require little to no coding and demonstrate three live use-cases by the Knight Foundation in partnership with GuideStar.

**Presenters**
- Gabe Cohen, Senior Director of Marketing and Communications, GuideStar
- Kristopher LeCorgne, Director/Grants Administration, Knight Foundation

**Tackling Issues at Scale: The Incredible Potential of MRIs and PRIs**

*Grants Track | Canyon 2*

What is crucial is that a charitable or other exempt purpose will be served - not who is the messenger." -D. Chernoff (MacArthur). Foundation leaders will explore how their organizations have tapped into the incredible potential of MRI/PRIs as a way to invest at scale with flexible forms of capital. They will examine the differences between PRIs and MRIs, the institutional structure and procedures associated, as well as where organizations have seen success (and failures) in meeting their impact goals. During this panel, foundation staff will explore the technical and procedural sides of MRI/PRIs, how technology can be used to help, and what new trends are emerging around these grantmaking vehicles.

**Moderator**
- Kerrin Mitchell, Co-Founder and Chief Development Officer, Fluxx

**Presenters**
- Michael Castens, Grants & Operations Manager, Winthrop Rockefeller Foundation
- Satonya Fair, Director, Grants Management, The Annie E. Casey Foundation
Visual Storytelling Through Infographics

Grants Track | Canyon 3

Data doesn’t have to be lifeless and boring. Infographics give your data the power to rally support, inspire action, and drive impact. This introduction is for a data analyst or grants administrator who is frustrated because coworkers don’t share their enthusiasm for data and wants to learn ways to bring the data to life for internal and external audiences; or a technology manager in a small organization whose role includes support for the website, social media, and communications. Attendees will learn how to define goals for an infographic, find the story in your data, work with a designer or do it yourself using inexpensive tools, and put your infographic out into the world. The session will include a brief overview of technology tools for creating infographics, and time to compare notes, but tool selection and features are not the main focus of this session.

Presenter

• Karen Graham, Director of Capacity Building, Idealware, Tech Impact

Tuesday, Nov. 6 | 3:45 pm–5:00 pm

Lightning Talks

Management Track | Canyon 2

Innovation begins with a spark. Engage and entertain your fellow TAG members with a 5-minute talk on Creativity, Risk-Taking, or Innovation. Inspired by "lightning talks" at the Esri User Conference and its increasing popularity at technical symposiums, TAG has six slots available for a rapid-fire series of talks designed to engage the room and leave you wishing for more time.

The 2018 Lightning Talks promise to upend the usual approach to learning.

Moderators

• Chantal Forster, Executive Director, Technology Affinity Group
• Cristina Yoon, Director of Grants Management, Skoll Foundation

Meet the Presenters and Topics:

• Letters from the Virtual Reality Front
  Richard Kick, CIO, Rotary International
  TAKEAWAY: Lessons learned from Atlanta 2017 when Rotary International broke the world record for simultaneous VR Viewing.

• Why would 11 people read 330,000 books in 30 days?
  Padmaja Sathyamoorthy, Skoll Foundation
  TAKEAWAY: Lessons learned through experiences in improving quality education for rural children in India via volunteering.

• A Diva’s Guide to Creative Development
  Julia Cannon, roundCorner
TAKEAWAY: The audience will learn to apply important concepts from theatre to their jobs, so they can be more creative and collaborative in their work.

- **Ghost Data: What We’ve Learned from Haunted Data Systems**  
  *Taj Carson, Inciter, Inc.*  
  TAKEAWAY: They will feel dismay at the many situations where people think they have useful data, but do not, in spite of investment resources in the form of time and money. They will learn what causes "ghost data" (databases that look full of useful information but turn out not to be) and how to avoid it.

- **How thinking like Sherlock Holmes can help your life**  
  *Tom Irvine, The Chicago Community Trust*  
  TAKEAWAY: People will see the world differently and then solve problems, support people better, discover new interests. (Yes, all in five minutes)

- **Beyond the Hype: The Truth About Blockchain**  
  *Chris Slee, AWH*  
  TAKEAWAY: Take action! Participants will walk away with insights to blockchain as a foundational technology and discover strategies to begin their own blockchain transformation.

- **How Technology Can Change the World, One Community at a Time**  
  *Alyssa Ford, Tech Impact*  
  TAKEAWAY: The audience should feel a need to rethink how they approach their funding process and be motivated to try new strategies that encourage risk taking and innovation.

**Self-service Program Intelligence at W.K. Kellogg Foundation**

*Grants Track | Canyon 3*

This session will cover the people, processes, and tools to empower program intelligence at Kellogg, including Microsoft SQL Server, Azure, Power BI, Tableau and Esri. These business intelligence tools deliver actionable information for the foundation. You will learn about the data pipeline architecture and how WKKF implements data warehousing as well as the challenges of unstructured and complex data sets and plans to integrate those data sets into mainstream reporting within the organization.

**Presenter**

- Larry Baker, Solution Architect, BlueGranite, Inc.
- Mike Depoian, Partner, BlueGranite, Inc.
- Philip Scamihorn, Knowledge, Data, Learning Lead; Information Systems & Technology, W.K. Kellogg Foundation

**Tuesday, Nov. 6 | 6:00 pm–9:30 pm**

**OFFICIAL TAG PARTY! Western Dinner & DJ | Sponsored by RenPSG**

The not-to-miss social event of TAG2018, this reception and dinner is where connections are forged, and memories made. *Transportation provided.*

Note: This is an indoor/outdoor venue. Casual western wear is appropriate, including jeans, boots and cowboy hats. Transportation provided.
**Last Territory at El Conquistador Tucson**

**Wednesday, Nov. 7 | 6:30 am–7:30 am**

Morning Yoga

*Sabino Vista*

**Wednesday, Nov. 7 | 7:30 am–8:30 am**

Breakfast

*Grand Ballroom*

**Wednesday, Nov. 7 | 7:30 am–9:00 am**

Exhibitor Hall Open

**Wednesday, Nov. 7 | 8:30 am–9:00 am**

Plenary: State of Philanthropy Tech & Looking Ahead to TAG in 2019

*Grand Ballroom*

*Have security breaches increased in philanthropy? What are current IT staffing ratios? How well are we training our teams for diversity, equity, and inclusion?*

Join TAG Executive Director Chantal Forster for a fun and fast-paced tour of highlights from TAG’s most recent survey—the 2018 *State of Philanthropy Tech* survey. The results will surprise you and set the stage for 2019 as TAG charts a course for sector-wide engagement. Where would you like to go together?

**Wednesday, Nov. 7 | 9:00 am–12:00 pm**

Interactive Keynote Experience with LUMA Institute: Human-Centered Design & the Future of Innovation

*Grand Ballroom*

This session will introduce the discipline of Human-Centered Design (aka Design Thinking) and provide hands-on practice applying it. Attendees will understand why organizations everywhere are seeing human-centered design as an imperative and envision how it can empower them and their teams to be more innovative in their daily work. Attendees will experience the LUMA System of Innovation—lauded by Harvard Business Review as a potent
“Taxonomy of Innovation”—in action.

Session participants will receive a 1-year subscription to LUMA’s acclaimed digital platform and a copy of “Innovating for People.”

LUMA Schedule

- 9:00 am–9:30 am – Presentation
- 9:30 am–9:45 am – Break
- 9:45 am–12:00 pm – Interactive Session

Presenters

- William Lucas, Head of Education and Social Impact, LUMA Institute
- Peter Maher, Managing Director, Social Impact, LUMA Institute

Wednesday, Nov. 7 | 12:00 pm–5:30 pm

Exhibitor Hall Open

Wednesday, Nov. 7 | 12:00 pm–1:30 pm

Emerging Leaders Lunch

South Rim

Lunch—Networking Time/Phone/Email

Arizona Deck

Wednesday, Nov. 7 | 1:30 pm–2:30 pm

Building a Spirit of Generosity Through Digital Engagement

Management Track | Canyon 2

Learn how one community foundation has evolved their culture over the past decade to reach beyond donors and engage a wider audience through an online giving ecosystem. This shift to provide a cutting-edge digital user experience has changed the way staff shares knowledge, delivers unparalleled donor services, identifies community needs, and builds nonprofit capacity. Gain insight from their successes and challenges in launching The Giving Store, a next-generation digital hub that leverages gamification, voice-activated assistance, behavior-based personalization, and text giving. Go behind the scenes to uncover the secret to the foundation’s giving day and crowdfunding successes and discover how they built a community of givers. Attendees will walk away with an understanding of how their foundation can stay ahead of the curve to drive operational efficiencies, provide marketing agility, and boost community impact.

Presenters

- John Finck, Senior Software Developer & Lead Architect, The Giving Store Company, AWH
Catching the Data Wave: Managing Programmatic Data as an Asset

*Management Track | Canyon 1*

Foundations fund an enormous amount of data that often sits unused after submission. In this session, Rockefeller will share their experience creating a data portal based on the Comprehensive Knowledge Archive Network (CKAN), an open source data platform to collect, document, and publish datasets for internal and external audiences.

**Presenters**
- Evan Tachovsky, Data Scientist, Rockefeller Foundation
- Carolyn Wendrowski, Chief Technology Officer, Rockefeller Foundation

Ride the Wave of Security Innovation with Office 365 Security Enhancements

*Technical Track | Canyon 3*

The pace of innovation surrounding Office 365 Security tools has accelerated rapidly beyond the “usual suspect” legacy solutions. Has your organization kept up the pace with all the new features available? If your organization utilizes Office 365 then you won’t want to miss this session! Attendees will learn about new developments around Multi-factor Authentication (MFA), Secure Score, Cloud App Security, Cloud Access Security Broker, Secure Mail Flow, Advanced Threat Protection (ATP), Information Rights Management (IRM) and more.

**Presenters**
- Ann Puckett, IT Manager, Grand Rapids Community Foundation
- Jim Rutt, Chief Information Officer, Dana Foundation

**Wednesday, Nov. 7 | 2:45 pm – 3:45 pm**

Enhancing Philanthropic Impact & Storytelling: Strategic Frameworks, Targeted Data Collection and Machine Learning

*Grants Track | Canyon 2*

Building off the Knight Foundation’s pilot to develop a more collaborative approach to philanthropic impact, this session will explore findings from both the funder and grantee perspectives and the implications of a systems based solution within the larger context of learning. Additionally, the case study, which focuses on a core program at Knight, will connect attendees to the challenges and considerations that exist around measuring impact and highlight some of the core strategies for refining the ways in which data can be collected. Enhancing and sustaining impact are at the core of grantmaking, this pilot illustrates an important step to ensuring funders are preparing for the long-term.

**Presenters**
- Kris LeCorgne, Director/Grants Administration, John S. and James L. Knight Foundation
- Dan Schoenfeld, VP of Strategic Development, Fluxx Labs
Integrating Systems: Is Your Foundation Ready?

Technical Track | Canyon 1

As foundations become more technically complex the desire to share data between disparate systems has become a common goal but navigating the complex labyrinth that is a successful integration is something that needs careful planning and understanding before starting. Going through an Integration Readiness Assessment is paramount to exiting the maze without encountering time delays, dead ends, false starts and endless circles.

Participants of this session will learn what questions to ask to all stakeholders of the integration, how existing processes will be affected, what types of integrations are available, where data should be duplicated and shared, and what technical pitfalls they need to keep in mind. The session will be driven by an Integration Readiness worksheet and be supplemented with real world examples of successes and failures in integrations. All participants will receive a copy the worksheet handout at the start of the session.

Presenter
- George Pople, Owner/Lead Developer, Pople Solutions, LLC

Who Leads? Who Follows? And Why Does It Matter If We Arrive Together in the End?

Grants Track | Canyon 3

This session will explore and find ways to best resolve the tensions that can surface between the IT and Grant departments regarding business ownership and governance. Program and communications staff also get involved, particularly at larger or more disperse organizations. Who is the technology really serving and who should be responsible? How does everyone work together? If the organization is already experiencing change fatigue or saturation, not even the best new application will be well received. Attendees will be able to share their own tensions as well as celebrate their successes and utilize each other to pave a better path toward the future. Now is the time for Grants and IT teams to build enduring partnerships that deepen an organization’s change and technical competencies.

Moderator
- Carol Astle, Operations Manager, Rockefeller Brothers Fund

Presenters
- Satonya Fair, Director – Grants Management, The Annie E. Casey Foundation
- Joanna Willis Cabral, Manager – Grants Management, The Annie E. Casey Foundation
**Avoiding and Solving Problems Selecting and Implementing Integrated Philanthropic Information Systems**

*Management Track | Canyon 1*

In this 21st century quickly evolving information age, selecting, migrating data, configuring, personalizing, testing, and providing ongoing support of new full featured integrated philanthropic systems is proving to be a major challenge. This will be a frank and practical session that identifies many of the most common real-world problems that grantmaking professionals have encountered. The session will identify the causes, solutions, and practical things that you and your colleagues can do to avoid them.

**Presenter**
- Martin Schneiderman, CEO, Information Age Associates

**Interactive Penetration Testing—Ready or Not, Here Comes Fileless Ransomware**

*Technical Track | Canyon 2*

According to Verizon Data Breach Investigations Report, more than 50% of cyber-attacks in 2017 were Ransomware attacks. Think your IT security team can detect Ransomware fast enough to stop it from causing major system downtime or data loss? Making matters worse, typical antivirus signatures and blacklisting technologies are of no use in blocking the new fileless variants of these infections and more and more cybercrime groups and nation states are beginning to use the same techniques in their attacks. This session will compare, and contrast penetration testing experiences and lessons learned from multiple red team exercises to how ransomware attacks unfold. There will be live ransomware present in the room!

**Presenter**
- Oleg Bell, Global Head of IT Security, Open Society Foundations

**Tools for Change Management During the Employee Life Cycle**

*Management Track | Canyon 3*

When we talk about change management, it’s often in the framework of helping a group of employees through a change in a tool or system. But what about when the change is the employees themselves?

In this session, we’ll discuss how two foundations built a suite of tools to manage staff transitions during the full course of the employee life cycle. We’ll each share what tools we use to recruit, hire, onboard, train, integrate, engage, track, evaluate, and yes, sometimes terminate, employees. We’ll frankly discuss our successes and failures in choosing the right size tool. We’ll also show you what the tools really look like and how much they cost.

This highly interactive session will also call on the audience to share their own experiences. We’ll also provide wine and cheese to start happy hour off right, and to celebrate the end of a great day at #TAGconf2018!

**Presenters**
- Anna Lindgren, Assistant to the President, The Keith Campbell Foundation for the Environment
- Lupine Seran, Senior Director of Knowledge System, Energy Foundation
Wednesday, Nov. 7 | 6:30 pm

Networking Dine-Around Dinners

Our popular dine-around dinners are tonight! Sign up at the registration desk to join colleagues at one of the local restaurants or feel free to make your own plans.

Wild Garlic Grill
www.wildgarlicgrill.com
2870 E Skyline Dr, Tuscon AZ 85718

North Italia
www.northitaliarestaurant.com
2995 E Skyline Dr, Tuscon 85718

The Living Room
www.livingroomwinebar.com
2905 E Skyline Dr, Tuscon 85718

Blanco Tacos
www.foxrc.com/restaurants/blanco-tacos-tequila/
2905 E Skyline Dr, Tuscon 85718

Thursday, Nov. 8 | 7:30 am–8:30 am

Breakfast Roundtables by Topic

Grand Ballroom

Thursday, Nov. 8 | 8:30 am–9:45 am

Innovation in Cyber Security

Technical Track | Canyon 1

This session brings three security practitioners together to discuss innovation taking place in cyber security. The focus will be on sharing insights and “best practices” to enable organizations of all sizes to better secure their assets and information. The panelists will draw from their experiences choosing, implementing and managing security products and services. Audience members will leave with a framework for thinking about cyber security, as well as implementation ideas they can adopt.

Moderator
- Dan Callahan, VP of Global Services, CGNET

Presenters
- James Rutt CIO, The Dana Foundation
- Charles Richardson, Chief Technology Officer, The Heinz Endowments
Successful Change = Technology + Process + People

Management Track | Canyon 2

Implementing new technology presents the perfect opportunity to make significant organizational improvements. Software alone cannot achieve the maximum potential benefits a technology change presents. Many organizations miss this golden opportunity to re-engineer their business processes and resistance to change can significantly reduce implementation success.

This interactive workshop will help you learn how to manage change and identify process improvements needed to achieve the maximum benefits for your technology project.

Through instruction, case study examples, small group activities and discussions, you will learn how to complete a stakeholder analysis, develop a communication plan and identify process improvements. The goals are two-fold: to get users pulling for technology instead of pushing it away; and to help you become a more valued partner to your organization.

Presenters
- Josh Doubleday, Project Manager, Crown Family Philanthropies
- Tom Irvine, Chief Information Officer, The Chicago Community Trust
- Lisa M. Nespeca, Owner, ChangeVantage Consulting

Thursday, Nov. 8 | 10:00 am–10:30 am

Plenary: TAG Awards, Reflections, and Conference Round-Up

Grand Ballroom

Thursday, Nov. 8 | 10:30 am–12:00 pm

Closing Keynote with Britt Andreatta: The Brain Science of Innovation: Empowering New Ways of Thinking and Doing

Grand Ballroom

Innovation is often the big differentiator between organizations that succeed and those that stall or even fail. But despite how important innovation is, most organizations struggle with creating the right environment to support and encourage innovation. This session will cover the research on the neuroscience of innovation and creativity (they are different) and what sets up the human brain to achieve the highest states of both. You’ll learn some key strategies you can use today to create a culture that promotes true innovation.

Presenter
- Dr. Britt Andreatta, CEO and President, Andreatta Consulting
Thursday | Post-conference | Contact your vendor for details

12:30 pm–2:30 pm  Blackbaud User Group Meeting

*Verbena*

Join Dustin Speer, Director Software Engineering, Charlie Vanek, Director of Product Management, and Daniel Affortit, Product Manager, for a Blackbaud User Group on November 8th! Mingle with peers, discuss the cloud-based tech that’s driving your field, and discover the latest Blackbaud tips and techniques with users in your field.

**Agenda**
12:30–1:00 pm—Lunch
1:00–1:15 pm—Welcome, Introductions
1:15–1:45 pm—Product Roadmap
1:45–2:30 pm—Breakout Groups
- Community Foundations
- Grantmaking
- Outcomes
- Collaborating with your community
- Workshop

12:30 pm–1:30 pm  Bromelkamp User Group Meeting | Thirsty for More Data Management Success? Attend the Bromelkamp Company Users Group of the Future

*Aster 2*

Bromelkamp Company clients regularly seek to maximize the functionality of their Akoya.net or Pearl databases. Sometimes this is by enhancing the skill set of finance, program, executive, administrative and fundraising staff. Sometimes it’s by customizing fields, forms, reports, dashboards, and workflow processes, or even extending functionality through integration with other software and data sources. We say, “Never type the same thing twice.”

Current and prospective Akoya.net and Pearl clients are invited to join (in person or via web) this Users Group facilitated by Bromelkamp Company President Henry A. Bromelkamp. We’ll not only share your ideas about what has been, but also where you’d like to go. You are welcome to join us if you’re a prospective user of Bromelkamp software, or simply curious. Questions get the same prize as answers.

12:30 pm–2:00 pm  GrantBook User Group Meeting | Three Questions Foundations Ask and the Ones They SHOULD be Asking Instead.

*Indigo*

Join GrantBook Directors Nikki Barrett and Melanie Wood to learn about three questions they’ve heard again and again, over the course of 140+ projects with leading grantmakers:

1. What grants management system is the best?
2. How do other Foundations do X?
3. Why can’t I do X anymore in my new system?

Sharing success stories and examples from the many innovative foundations GrantBook works alongside, Mel and Nikki will arm you with a powerful reframe of these questions and a clear idea of the risks worth taking to thrive as a digitally enabled grantmaker.
1:00 pm–3:00 pm  foundationConnect User Group Meeting | This user group meeting is hosted by roundCorner and exclusively for users of foundationConnect. For more details, please contact roundCorner at marketing@roundcorner.com.

1:00 pm–3:00 pm  Salesforce Products User Group by Exponent Partners

Exponent Partners will share the many ways an philanthropy organization can find efficiencies by using Salesforce. We will discuss the following questions:

- Using Salesforce as a product or a platform
- How do you manage integration and create a seamless systems environment? Does it play well with other systems?
- Where could I get started?
- What are others doing with Salesforce?

We will provide overviews and demos/examples of real solutions ranging from Fundraising to Communications to Grants Management. And we will provide an opportunity for Q&A for all.