

# agenda



**London & South East User Group Meeting**  
**RBWM**  
**25/02/2011**  
**Arrival at 10.30am**  
**Meeting 11am-3pm**



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10.30am-11am	<b>Tea &amp; Coffee on arrival</b>	
11am-11.10am	<b>Welcome to RBWM</b> Around the room introductions by everyone	<b>Kathryn Harlow, RBWM</b>
11.10am-11.40am	<b>Introduction to Development</b>	<b>Tom Vian, Gladstone</b>
11.40am-11.55am	<b>What's changing in Customer Support</b>	<b>Diane Cooper, Gladstone</b>
11.55am-12.40am	<b>Introduction to TRP</b>	<b>Mike Hills, Retention Director, The Retention People</b>
12.40am-1.30pm	<b>Lunch</b>	
1.30pm-2.45pm	<b>Agenda items from the group</b>	
2.45pm-3pm	<b>AOB</b>	