

agenda



South Central User Group Meeting
Purbeck
03/03/2011
Arrival at 10.30am
Meeting 11am-3pm



10.30am-11am	Tea & Coffee on arrival	
11am-11.10am	Welcome to Purbeck Around the room introductions by everyone	Terry Peterson, Purbeck
11.10am-11.40am	Introduction to Development	Tom Vian, Gladstone
11.40am-11.55am	What's changing in Customer Support	Claire Pampe, Gladstone
11.55am-12.40am	Agenda items from the group	
12.40am-1.30pm	Lunch	
1.30pm-2.15pm	Introduction to TRP	Mike Hills, Retention Director, The Retention People
2.15pm-2.45pm	Agenda items from the group (continued)	
2.45pm-3pm	AOB	