

## Sunday / May 8

<b>1:00 - 5:00 pm</b>	<b>SoftReports® Workshop</b> SoftReports Team Coastal Room
<b>6:30 - 9:00 pm</b>	<b>SNUG Annual Conference Welcome Reception</b> Poolside - Sponsored by the Platinum Level Sponsors Our Partners in Innovation

## Monday / May 9

<b>7:00 am</b>	<b>Late Registration (Lobby II)</b> <b>Continental Breakfast (Island Ballroom)</b>			
<b>8:00 am</b>	<b>Opening Session</b> Gilbert Hakim, CEO-SCC Soft Computer and Andrea Hawk, SNUG President The Grand Ballroom			
<b>9:00 am</b>	<b>Craig Karges</b> <b>Keynote Speaker</b> The Grand Ballroom			
<b>10:00 am</b>	<b>Break (Island Ballroom): SNUG Board Round table "What does it mean (require) to be on the board?"</b>			
<b>10:30 am</b>	<b>Town Hall Forum</b> The Grand Ballroom			
<b>12:00 pm</b>	<b>Lunch (Island Ballroom)</b>			
	<b>Gulf Room</b>	<b>Palm Room</b>	<b>Bay Room</b>	<b>Coastal Room</b>
<b>1:00 pm</b>	<b>User Security</b> Hicham Bennouna-Zhar	<b>SoftLab® 4.5/SoftMic® 4.5</b> <b>New Features and Functionality</b> Margaret Beaubien* Roberto Herrera*	<b>SoftBank® New Features</b> Laurie Sapp	<b>Hands-on Lab</b>  <i>Available by appointment only</i>
<b>2:00 pm</b>	<b>RBS Rules</b> James Pomicter	<b>SoftBank® Test Setup</b> Tracy Dorgan*	<b>MOM Troubleshooting</b> Michael Griffis	<i>Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.</i>
<b>3:00 pm</b>	<b>Break (Island Ballroom): SNUG Board Round table "What does it mean (require) to be on the board?"</b>			
<b>3:15 pm</b>	<b>Keeping Environments in Sync</b> Jane Blackmar & James Pomicter	<b>SoftBank® Blood Product Setup</b> Tracy Dorgan*	<b>LINUX &amp; Cloud Solutions</b> Rick Brewer	
<b>4:15 pm</b>	<b>SoftLab® 5.0 Showcase</b> Kateryna Povod			
<b>5:15 pm</b>	<b>Sessions End</b>			
<b>8:00 pm</b>	<b>Karaoke Night (Karaoke in the Mainstay Tavern)</b>			

**Tuesday / May 10**

<b>7:00 am</b>	<b>Breakfast (Island Ballroom)</b>			
	<b>Gulf Room</b>	<b>Palm Room</b>	<b>Bay Room</b>	<b>Coastal Room</b>
<b>7:30 am</b>	<b>SNUG Business Meeting</b>			<b>Hands-on Lab</b> <i>Available by appointment only</i>
<b>9:00 am</b>	<b>Customer Service Forum / SIG</b> SNUG Board/SCC			<i>Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.</i>
<b>10:00 am</b>	<b>Break / Vendor Fair</b>			
<b>10:30 am</b>	<b>WebDMI</b> Greg Wojtulewski	<b>SoftBI® Analytics</b> James Maloy	<b>Intelligence in Blood Bank Validations</b> Vedant Health Platinum Vendor	<b>Hands-on Lab</b> <i>Available by appointment only</i>
<b>11:30 am</b>	<b>Reports Delivery by RDS</b> Piotr Tabisz	<b>SoftBank® Order Linking</b> Laurie Sapp	<b>API Data Direct - Uploading Your Proficiency Testing Results Using Your LIS</b> American Proficiency Institute Platinum Vendor	<i>Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.</i>
<b>12:30 pm</b>	<b>Lunch (Island Ballroom)</b>			
	<b>Gulf Room</b>	<b>Palm Room</b>	<b>Bay Room</b>	<b>Coastal Room</b>
<b>1:30 pm</b>	<b>Using Genetics Qualities</b> Sarah Zevin	<b>Basic HIS Workflow</b> Arturo Cortez Palacios	<b>IT Equipment Sterility Practices and Lab Environment Protection</b> Technology Solutions Group Platinum Vendor	<b>Hands-on Lab</b> <i>Available by appointment only</i> <i>Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.</i>
<b>2:30 pm</b>	<b>Leveraging SoftGenePortal®</b> Greg Kumik	<b>Neonate Functionality After Implementation</b> Shawn Johnson	<b>RCM Enterprise Services and SCC Soft Computer Offer a Profitable Solution with Minimal Out of Pocket Expense</b> RCM Enterprise Services Platinum Vendor	
<b>3:30 pm</b>	<b>Break / Vendor Fair</b>			
<b>4:00 pm</b>	<b>Introduction to SoftMRT® (Genetics Reporting)</b> Shireen Lakhan	<b>Advanced Calculations</b> James Pomicter	<b>SoftBank®/EPIC Integration Round Table Discussion</b> Sharon Smith / Michael Griffis	
<b>5:00 pm</b>	<b>Sessions End</b>			
<b>5:30 pm</b>	<b>Vendor Reception (Island Ballroom)</b>			

<b>Wednesday / May 11</b>				
<b>7:30 am</b>	<b>Breakfast (Island Ballroom)</b>			
	<b>Gulf Room</b>	<b>Palm Room</b>	<b>Bay Room</b>	<b>Coastal Room</b>
<b>8:00 am</b>	<b>LIS ADMIN Part 1</b> Jane Blackmar			<b>Hands-on Lab</b>  <i>Available by appointment only</i>  <i>Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.</i>
<b>9:00 am</b>				
<b>10:00 am</b>	<b>Break</b>			
<b>10:15 am</b>	<b>LIS ADMIN Part 2</b> Jane Blackmar			
<b>11:15 am</b>				
<b>12:15 pm</b>	<b>Lunch (Island Ballroom)</b>			
	<b>Gulf Room</b>	<b>Palm Room</b>	<b>Bay Room</b>	<b>Coastal Room</b>
<b>1:15 pm</b>	<b>Instrument Interfaces: Recent Changes and New Functionality</b> Doug Davidson	<b>SoftWebPlus® - New Features and Benefits</b> Lesa Einhorn	<b>Soft to Soft Data Conversion</b> Sharon Smith	<b>Hands-on Lab</b>  <i>Available by appointment only</i>  <i>Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.</i>
<b>2:15 pm</b>	<b>BCC - Blood Culture Contamination Report</b> Roberto Herrera*	<b>COVID-19 Ordering and Results View through SoftWebPlus®</b> Lesa Einhorn	<b>Utilizing SoftMedia® for SoftBank®</b> Robin Bremner	
<b>3:15 pm</b>	<b>Break</b>			
<b>3:30 pm</b>	<b>SoftTotalQC® - New Features and Benefits</b> Lorrain Phelan	<b>Utilizing SoftBI® for SoftBank®</b> Dustin Titus	<b>Haemonetics Interface</b> Sharon Smith	
<b>4:30 pm</b>	<b>Sessions End</b>			
<b>5:30 - 6:15 pm</b>	<b>Jolley Trolley to Dinner Cruise - Boarding Outside Lobby 3</b>			
<b>6:30 pm</b>	<b>Boarding the StarLite Majesty Cruise (Clearwater Beach Marina - Slip 152)</b>			
<b>7:00 - 10:00 pm</b>	<b>SCC's Annual Client Appreciation Banquet</b>			
<b>10:00 -10:30 pm</b>	<b>Board the Jolley Trolley - Return to Sheraton</b>			

**Thursday / May 12**

<b>7:30 am</b>	<b>Breakfast</b>		
	<b>Gulf Room</b>	<b>Palm Room</b>	<b>Bay Room</b>
<b>9:00 am</b>	<b>Closing Session</b> Andrea Hawk		
<b>10:00 am</b>	<b>Break</b>		
<b>10:15 am</b>	<b>SoftID® Multisite Functionality</b> Camille Dilissio*	<b>User Security</b> Hicham Bennouna-Zhar	<b>MOM Troubleshooting</b> Michael Griffis
<b>11:15 am</b>	<b>SoftID® Hardware Overview</b> Brian Stulak	<b>Advanced Calculations</b> James Pomicter	<b>Optimizing SoftMedia® Setup for Users and New Functionality</b> Robin Bremner
<b>12:15 pm</b>	<b>Lunch</b>		
	<b>Gulf Room</b>	<b>Palm Room</b>	<b>Bay Room</b>
<b>1:15 pm</b>	<b>STAR for Beginners</b> Donnice Picart	<b>RBS Rules</b> James Pomicter	<b>SoftPath and SoftPathDx: Which is Right for You</b> James Marino
<b>2:15 pm</b>	<b>STAR Advanced</b> Donnice Picart	<b>SeekIT® Knowledge Base</b> Joe Magilligan	<b>Results Flagging Based on Patient Age in Hours</b> James Pomicter
<b>3:15 pm</b>	<b>Conference Adjourns</b>		