

**AIPC Facility Operations / Event Management Summit
Barcelona, November 30 – December 1, 2008**



AGENDA

Day 1: Sunday, November 30

Location: Palau de Congressos de Catalunya

9:00 – 10:15: Introductions > John Christison

- Attendee Introductions
- Overview of Program and Goals
- Key Issue Identification
- Establishment of Issues for Discussion

10:15 – 10:30: Coffee break

10:30 – 11:30: Session on Organizational Structure / Outsourcing > Barbara Maple

- Presentation on Organizational Structure and Departmental Organization
- Presentation on Outsourcing
- Discussion on Public vs. Private Management
- Facilitated Questions and Answer Session

11:30 – 12:30: Session on Staff and Career Development / Does Certification have a role?
> Ulrica Cramby

- Recruiting and retaining qualified employees
- Does staff and personal development assist in this challenge?
- Does certification have a role and what's available
- Should AIPC undertake a certification program and if so what should it look like?
- Group discussion

12:30 – 13:30: Lunch

13:30 – 14:30: Session on Event Management Systems and their Future

- Presentation by EBMS and Meeting Matrix
- Panel discussion with presenters – How can we make money on emerging technology?
- Group questions and discussion

14:30 – 14:45: Coffee break

14:45 – 15:45: Session on Sustainability > Jacquie Rogers

- 30 Minute presentation on Green trends
- Facilitated session on what's important and what is just good PR

15:45 Site visit of Palau de Congressos de Catalunya

16:45 Site visit of **Barcelona International Convention Centre (CCIB)**

Evening function hosted by EIBTM



Day 2: December 1, 2008

Location: Fira Gran Via > Conference Centre

- 9:00 Welcome by Paul Kennedy - Group Exhibition Director, Meetings & Incentives, Reed Travel Exhibitions
- 9:15 -10:30: Session on Operating Standards, how important are they and what should we be using > Guida Sequeira
- What standards currently exist?
 - How can a centre implement these?
 - What benefits does implementation of a recognized standard confer on a centre?
- 10:30 – 10:45: Coffee Break
- 10:45 – 12:00 Case problems on operational / event management issues > John Christison
- Case problems will be presented, attendees will break into groups and prepare a solution for the case problem as assigned
 - Groups will present solutions
 - Facilitated discussion on solutions
- 12:00 - 13:00: Lunch
- 13:00 – 14:00: Session on Risk Preparedness > Steve Piper
- 30 minute presentation
 - 30 minute facilitated discussion or presentations on actual crisis situations
- 14:00 - 14:15: Coffee break
- 14:15 – 15:15: Facilitated session on the topics you said you want to discuss
- 15:15 – 16:15: Debrief and program evaluation
- 16:15 Site visit of the Gran Via venue and Convention Centre

Tuesday, December 2: EIBTM visit

