

FOCUS ON PEOPLESOFT CRM

Keynotes

MOSCONE

Monday September 22, 2008

9:00 a.m. – 10:45 a.m.

Charles Phillips

President, Oracle Corporation

Chuck Rozwat

Executive Vice President, Product Development, Oracle

Tom Mendoza

Vice Chairman, NetApp

Tom Georgens

President and Chief Operating Officer, NetApp

Tuesday September 23, 2008

2:30 p.m. – 4:30 p.m.

Thomas Kurian

Senior Vice President, Oracle Fusion Middleware, Oracle

Paul Ottelini

President and CEO, Intel Corporation

Wednesday September 24, 2008

2:30 p.m. – 4:30 p.m.

Mark Hurd

Chairman of the Board, CEO and President, HP

Larry Ellison

CEO, Oracle Corporation

General Sessions

NORTH HALL D

Monday September 22, 2008

11:30 a.m. – 12:45 p.m.

Applications Unlimited and the Future of Applications

Ed Abbo

Senior Vice President, Applications Development, Oracle

Open World Sessions

Monday September 22, 2008

| TIME | TITLE | LOCATION |
|------------|---|----------------------------|
| 01:00 p.m. | PeopleSoft Enterprise Applications Strategy and General Manager Update | Moscone West 3002/3004 |
| 02:30 p.m. | Reduce operating costs and increase employee satisfaction with PeopleSoft IT HelpDesk | Palace Hotel-Pacific Hghts |
| 04:00 p.m. | PeopleSoft Enterprise Investment Strategy Overview and Release 9.1 Update | Moscone West 3002/3004 |
| 05:30 p.m. | Networking at the PeopleSoft CRM Round Table | Palace Hotel-Sea Cliff |

Tuesday September 23, 2008

| TIME | TITLE | LOCATION |
|------------|---|----------------------------|
| 09:00 a.m. | PeopleSoft Customer Relationship Management Road Map | Palace Hotel-Pacific Hghts |
| 09:00 a.m. | PeopleSoft HelpDesk and Asset Lifecycle Management Integrate Finance and IT | Moscone West 3003 |
| 11:30 a.m. | "Your Site - Their Space" - Making your website all about your consumers, constituents, workers and other clients | Palace Hotel-Pacific Hghts |
| 11:30 a.m. | PeopleSoft PeopleTools Enterprise Road Map, Part I | Moscone West 3002/3004 |
| 01:00 p.m. | Customer Master Data Management Strategies for PeopleSoft CRM | Palace Hotel-Pacific Hghts |
| 05:00 p.m. | How to Optimize Your PeopleSoft CRM Sales and Marketing Implementations | Palace Hotel-Pacific Hghts |

Wednesday September 24, 2008

| TIME | TITLE | LOCATION |
|------------|---|----------------------------|
| 09:00 a.m. | PeopleSoft Enterprise Customer Success and Upgrade Panel | Palace Hotel-Pacific Hghts |
| 11:30 a.m. | Top 5 Things in PeopleSoft CRM that you Should Be Using and Aren't | Palace Hotel-Pacific Hghts |
| 01:00 p.m. | Best Practices in Knowledge Management for PeopleSoft CRM | Palace Hotel-Pacific Hghts |
| 05:00 p.m. | Top 5 Things in PeopleSoft CRM Online Marketing that you Should Be Using and Aren't | Palace Hotel-Pacific Hghts |

Thursday September 25, 2008

| TIME | TITLE | LOCATION |
|------------|---|-------------------|
| 10:30 a.m. | PeopleSoft HelpDesk for Human Resources: Supporting HR Transformation | Moscone West 3001 |

Networking Events

| EVENT | DAY | TIME |
|--------------------|-----------|------------------------|
| Welcome Reception | Sunday | 7:30 p.m. – 9:30 p.m. |
| OTN Night | Monday | 7:30 p.m. – 11:00 p.m. |
| Appreciation Event | Wednesday | 8:00 p.m. – 12:00 a.m. |
| It's a Wrap | Thursday | 5:00 p.m. – 7:00 p.m. |