

October 2nd

*All times are shown in Eastern Time

Time	Title	Speakers
8 am	Opening & Registration	
9 am	Opening Remarks: Welcome to USU World North America!	Sven Kolb, USU
9:30 am	Integrating AI into USU	Sven Kolb, USU & others
10:15 am	Room change	
10:45 am	Introduction to KM	Florian Schwingenschloegl, USU
10:50 am	The Impact of AI on USU KM	Florian Schwingenschloegl, USU
11:10 am	Trends & Relevance	Stuart Beame, Knowledge Management Expert
11:45 am	GenAI Use Cases	Florian Schwingenschloegl, USU Sebastian Grunwald, USU
12:30 pm	Lunch & Networking	

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Time	Title	Speakers
2:00 pm	Customer Success Spotlight: Deseret First Credit Union (DFCU)	Kristin Davis, Learning and Development Manager, DFCU Jessica Leavitt, Senior Instructional Designer, DFCU
2:40 pm	Empowering Users with USU Self-Service	Florian Schwingenschloegl, USU
3:15 pm	Networking Break	
3:45 pm	Customer Success Spotlight: FirstKey Homes, LLC	Brooke Dickinson, Director of Operational Processes, FirstKey Homes, LLC
4:30 pm	Feedback Session	Florian Schwingenschloegl, USU Sebastian Grunwald, USU
5 pm	End of Conference	Florian Schwingenschloegl, USU
6:30 pm	Evening Event "Exploring Boston"	Details follow

October 3rd

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Time	Title	Speakers
8 am	Opening & Breakfast	
9 am	Welcome	Florian Schwingenschloegl, USU
9:05 am	Customer Success Stories: "No News is Good News, Right?"	Janet Malcolm, USU Todd Smith, USU
9:30 am	Room change	
9:50 am	Intro	Sebastian Grunwald, USU Florian Schwingenschloegl, USU
10:30 am	Knowledge Center 7.5	
12 pm	Lunch	
1 pm	Knowledge Center 7.5	Sebastian Grunwald, USU Florian Schwingenschloegl, USU
2 pm	Questions & Group Discussion	
3 pm	Closing Remarks & End of User Group	