



- 11:00 am Welcome
Speaker: Rebecca Longfellow, Indiana
- 11:15 am Roll Call
Speaker: Alexis Derrossett, Michigan
Roll call kicks off the conference with invaluable information for all attendees. A representative from each jurisdiction will announce the biggest challenge during COVID-19 and address whether future system changes are needed based on these experiences.
- 12:45 pm Software as a Service: Is COVID-19 Attacking Your Business Process?
Consider Software as a Service as an Affordable Solution
Speaker: Gary Walsh, ISC and ERS
Software as a Service – Subscribeware – Rentware. Learn how software as a service solutions can reduce your costs and bring your office’s technology up to speed. Who knew it could be as simple as your Netflix subscription?
- 1:15 pm Coffee Break
- 1:30 pm Keeping Business Going: An Office Survival Guide during COVID-19
Speakers: Allison DeSantis, Ohio
Chris Drake, Connecticut
Kim Perondi, Nevada
This session will address best practices when opening your office to customers, discussing appointment only options for customer service centers as well as ideas on how to successfully complete all tasks with employees working remotely.

2:15 pm Forming Relationships with Service Companies: The Value of Strong Relationships Between Service Companies and Business Registries is Not a Virtual Reality

Speakers: Pia Angelikis, Cogency Global, Inc.
Eric Geringswald, CSC
Mike Powell, CT Corporation System
Alan Stachura, CT Corporation System
Shannon Delgado, California
Mike Hardin, Colorado
Rebecca Longfellow, Indiana

Hear real life examples of how business registries benefit from working with service companies and learn best practices from industry experts that make life easier for everyone.

3:15 pm Coffee Break

3:30 pm Risky Business: IT Security Threats to Your Remote Workforce

Speaker: Calvin Simmons, PCC a GCR Company

Learn about the top security threats to your organization with staff working from a remote location. In this session, Calvin will share practical approaches to minimizing risks to your organization with a geographically diverse workforce. Expect to be engaged with outside the box solutions.

4:00 pm Merit Awards

Speaker: Tanya Gibson, Arizona

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4:30 Conclusion

Speaker: Allison DeSantis, Ohio

4:45 Social Hour