



**Agenda**  
**Program Team Meeting**  
**Hosted by Cognos, Ottawa, ON**  
**Aug. 11-13, 2008**

**Meeting location:** [Google Map with meeting co-ordinates](#)

Cognos Inc., an IBM company  
65 Auriga Dr.,  
Ottawa, ON, Canada  
Ph: 1-613-738-1440  
Contact: Dan Neville  
Our meeting room will be 2nd floor, room 2B-4.

**Agenda: Monday, Aug 11**

- 8:30 Breakfast
- 9:00 Welcome and Introductions
- 9:30 Integrated User Interface CRM/KB - Quest
  - GUI for creating Content
- 12:00 Lunch
- 1:00 KCS Coaching – Melissa and Knowledge Accelerators
  - Measurements for coaches
  - Rewards and recognition programs for coaches
  - Using SNA to pick coaches
  - Process of Coaching
- 5:00 Adjourn

**Agenda: Tuesday, Aug 12**

- 8:30 Breakfast
- 9:00 The Cognos KCS journey - Cognos
  - “Sharing Knowledge is Power”
  - Performance measures
- 12:00 Lunch
- 1:00 Team Measures - Greg
  - Group discussion on current practices
  - Mentor Graphics team measurement model
- 2:15 Break
- 2:30 Open Space Discussions – topics to be determined by the attendees
- 5:00 Adjourn

**Agenda: Wednesday, Aug 13**

- 8:30 Breakfast
- 9:00 Open space follow-up
- 10:15 Break
- 11:00 Wrap-up and Next steps
- 12:00 Adjourn**