



# KCS Program Management: Long-Term Success

Team Meeting Agenda

Online: **12 pm to 4 pm CEST**, 28-29 April 2021

Join us to explore topics on considerations, communication, and management of a KCS program to ensure sustained long term success, including:

- The emerging impacts of all-remote workforces
  - Facilitating (and governance for) KCS change initiatives across different organizations at different stages of implementation
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## **DAY 1: Wednesday, 28 April**

12:00 Welcome and Introductions – *Matt Seaman, Consortium for Service Innovation*

12:50 Break

13:00 Setting Some Context – *Matt Seaman, Consortium for Service Innovation*

14:00 Member Experience: Keeping the momentum going on KCS – *Judith de Jong & Denise Baldwin, SDL*

14:45 Break

15:00 Group Discussion: Governance for KCS change initiatives

16:00 Adjourn

## **DAY 2: Thursday, 29 April**

12:00 Welcome Back – *Matt Seaman, Consortium for Service Innovation*

12:15 Member Experience: Implementing KCS Across Multiple Orgs – *Pierre Maraninchi, PTC*

13:00 Set up Open Space: Attendees build the agenda based on their most pressing topics.

13:30 Break

13:45 Open Space Session One

14:30 Break

14:45 Open Space Session Two

15:30 Summary & Wrap Up

16:00 Adjourn