



# IUG 24.

TOGETHER WE DRIVE INNOVATION

March 25 - 27, 2024 | Detroit, Michigan

## Learn about IUG 2024

Wes Osborn, Jeff Campbell & Tom Jacobson

# *Introductions*

## Where to find information



This slide deck will be available after Webinar



All this information is covered on the conference website:  
[https://www.innovativeusers.org/iug\\_2024.php](https://www.innovativeusers.org/iug_2024.php)

## The Basics

- March Monday 25<sup>th</sup> – Wednesday 27<sup>th</sup> in Detroit, Michigan
  - Conference runs daily 9am to 5pm
- Pre-conference sessions full day on Sunday
  - Hackathon free, other sessions paid
- Registration IS OPEN!
  - Save \$100 if you register through: 2/15/2024
  - Save \$50 per person if you register 5 or more people, use code GROUP
  - Cancellation information is on the conference website

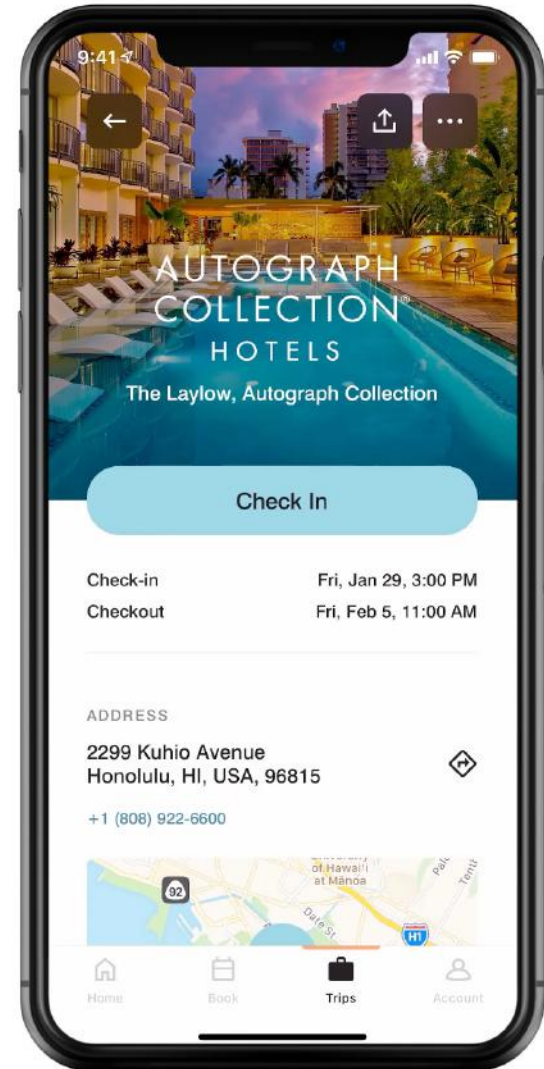
**Book your hotel  
BY 2/29/2024  
separately using  
the link on the  
IUG website**

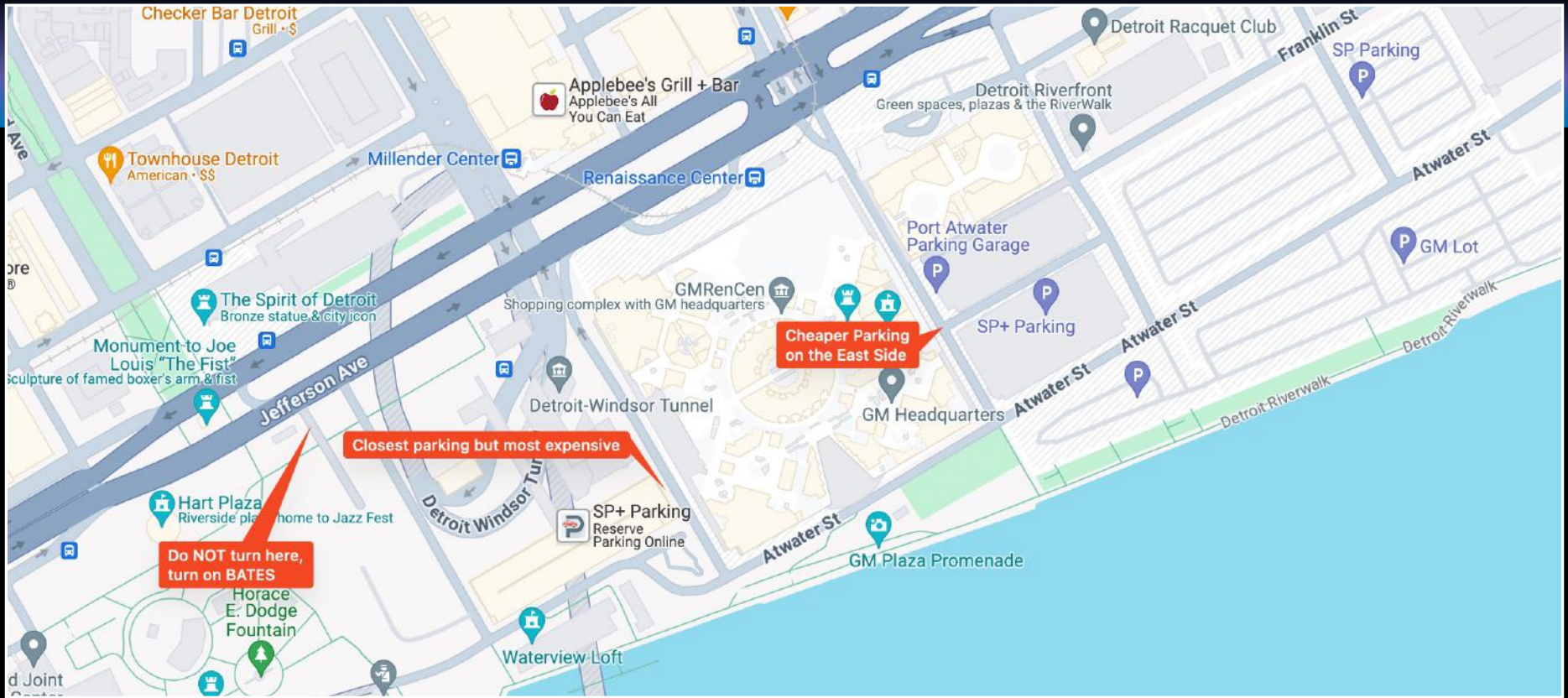
Consider **mobile check-in** on  
the app as lines can be long

1 / 8

# READY WHEN YOU ARE

Easily check in from anywhere with  
Mobile Check-In.





## Multiple Parking Options

**METRO CAB** 734-997-6500  
616-827-6500

**lyft**

**Uber**

**Traveling from airport  
About \$50, consider carpooling**

**Detroit People  
Mover  
Attached to  
RenCen**



**RIDE FOR  
FREE**  
*IN 2024*

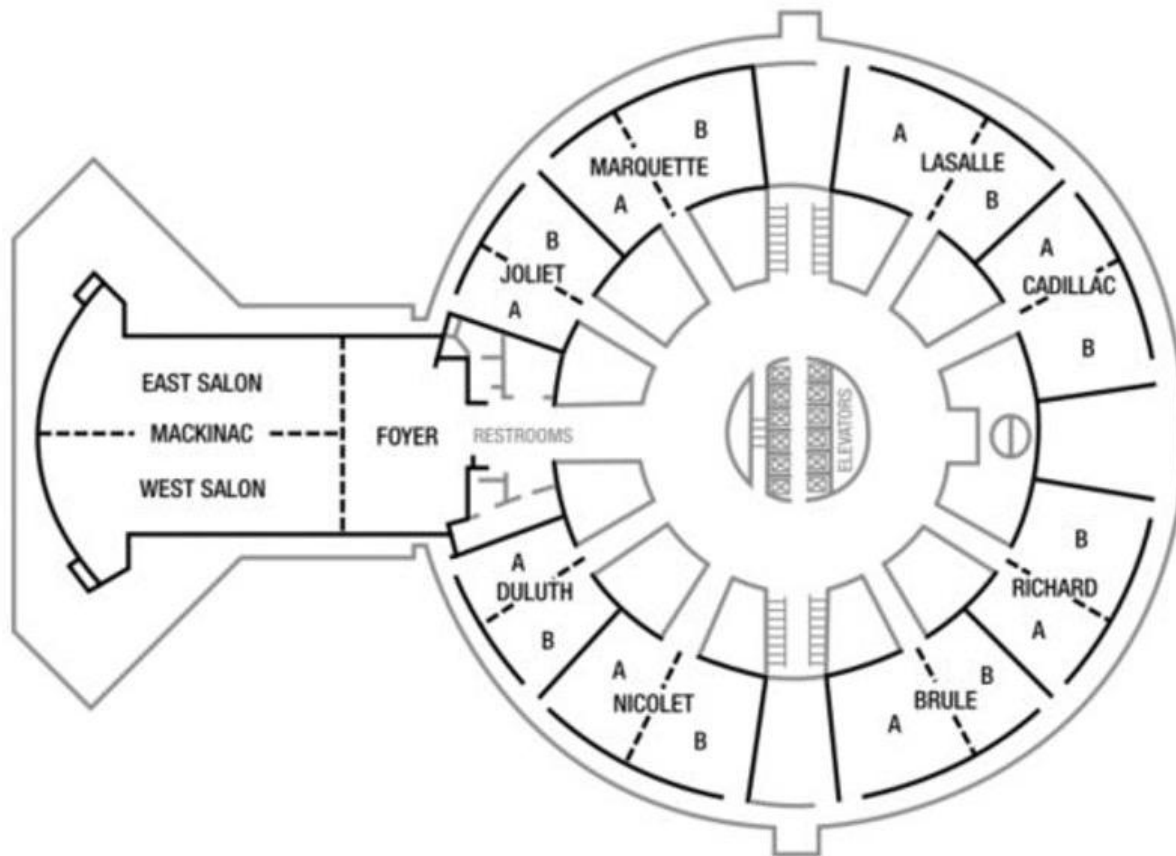
POWERED BY OUR ZERO FARE PROGRAM  
[WWW.THEPEOPLEMOVER.COM](http://WWW.THEPEOPLEMOVER.COM)

 #IUG2024

**IUG24**

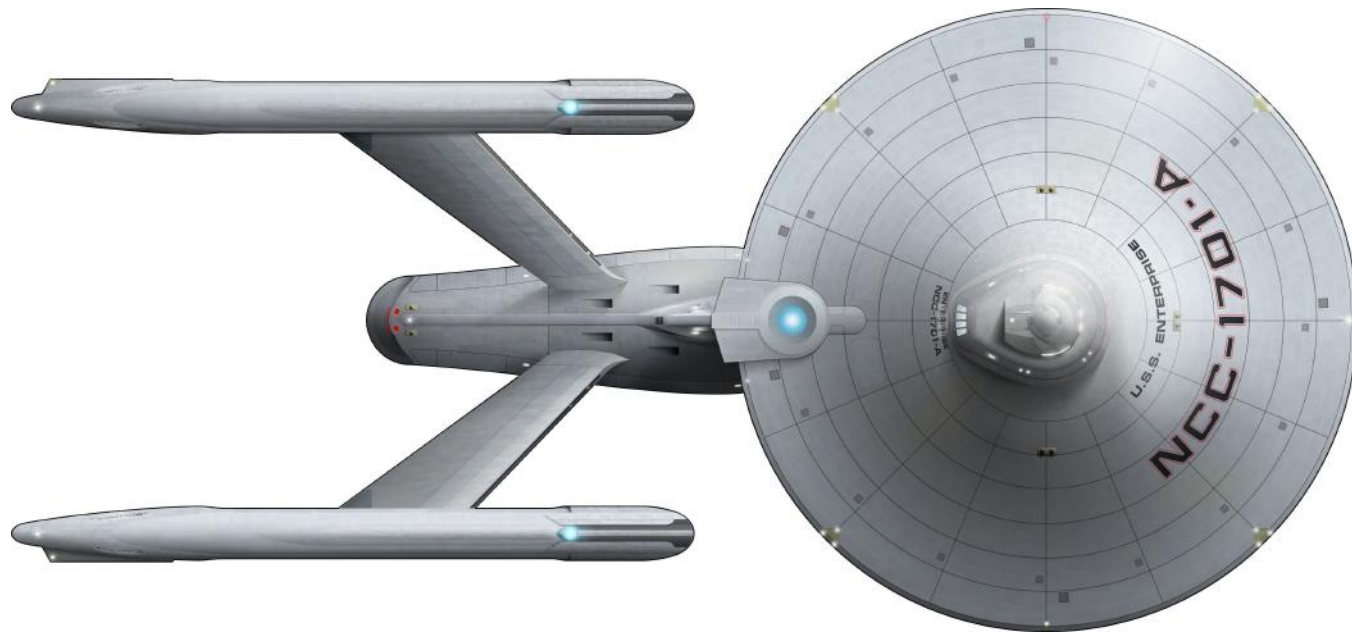


# Conference site – Remind you of anything?

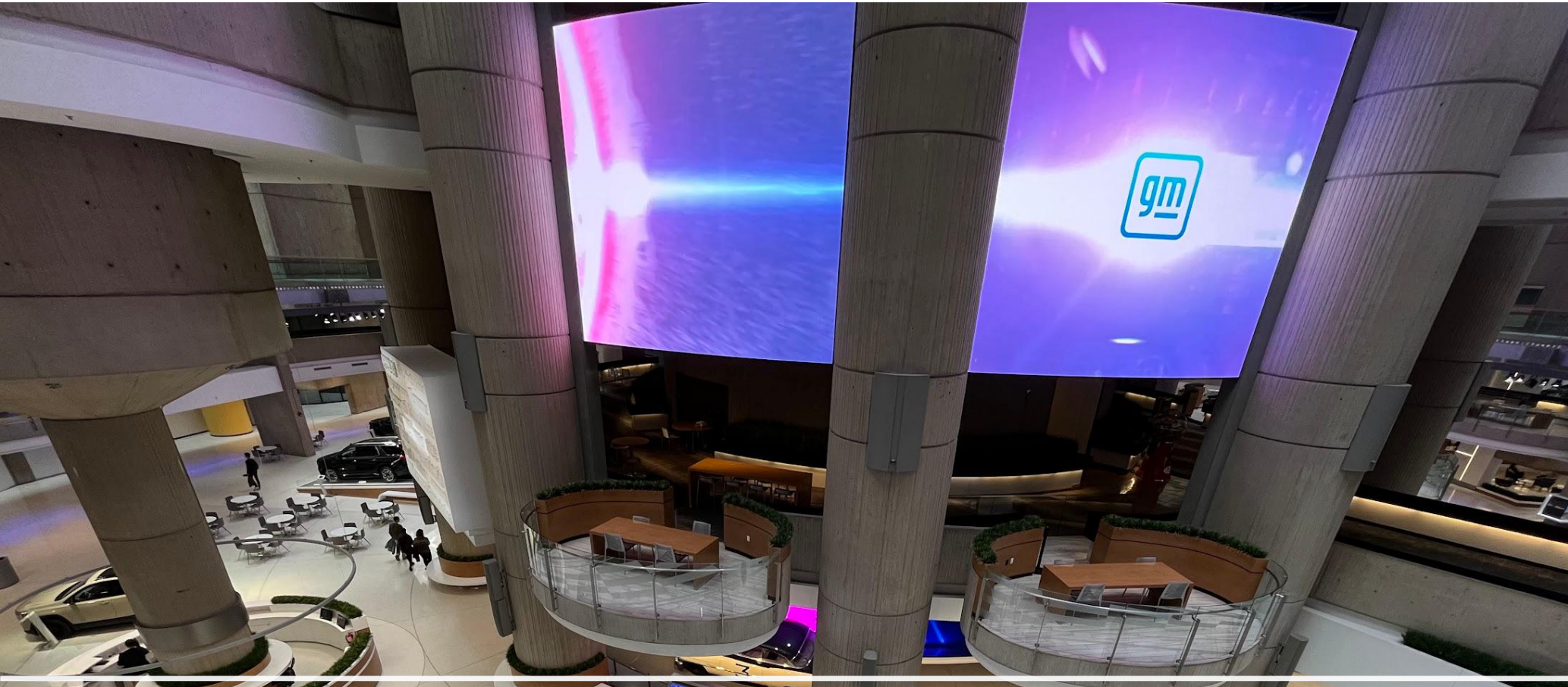


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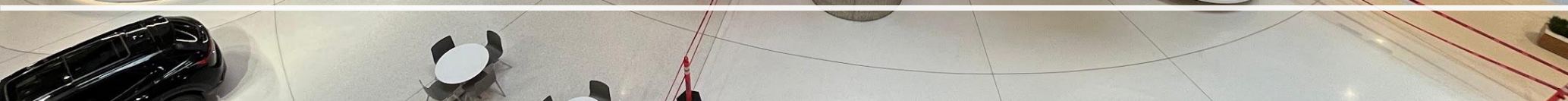
For all you Star Trek nerds!



IUG24



**GM Headquarters – The RenCen – Cool BUT CONFUSING!**



We'll have  
lots of signs,  
but give  
yourself time  
& ask for help



# Basic Schedule

## Day 0 – Preconference Sessions

- **The IUG Hackathon – *FREE!***
- **Marketing Best Practices – Co-presented by Cordelia Anderson & Innovative staff**
- **Polaris DIY - Review and Update Your Technical Services Workflows**
- **Sierra DIY - Understanding your reporting toolbox and a 60k Miles System Tune-up in this DIY health self-check**

# Day 1 – Opening / Keynote / Innovative Roadmaps



**Keynote Speaker**

**Greg Schwem “Your  
Boss’s Favorite  
Comedian”**



## General Schedule

- Day 2 – Breakout Sessions
  - Innovative sponsored academic breakfast
  - Included All Conference Lunch
  - Lighting Rounds
- Day 3 – Breakout Sessions
  - Optional Public Library Lunch OR Lunch ON YOUR OWN
  - Lots of forums

## Building Community!

We are working on bringing you *early morning yoga* and additional community building events are being planned!

## To Our Presenters

### Template

Download from  
IUG 2024 website

### Slide submissions

Upload your slide deck  
to proposal submission area

# Reminder



# Getting ready



## Packing tips

# Packing Tips



Dress warm – the air conditioning will be ON



Wear a comfortable pair of shoes



Bring any medication you need



**Follow Grandma Osborn's advice**  
**Pack half as many clothes and twice**  
**as much money**

A hand holding a smartphone with a blank screen in front of a whiteboard with various charts and sticky notes.

**Brand New Conference App!**



iug2024.  
sched.com

App is IN  
PROGRESS

The screenshot shows a web browser displaying the IUG 2024 Annual Conference website. The browser's address bar shows the URL `iug2024.sched.com`. The website header includes the "SCHED" logo, the event title "IUG 2024 Annual Conference", and the dates and location "March 25 - 27, 2024 | Detroit, Michigan". Below the header, there are navigation tabs for "Schedule", "Speakers", "Attendees", and "Map". On the right side, there are icons for mobile, print, email, and social media (Twitter and Facebook). The main content area displays the schedule for Monday, March 25, with the following sessions:

- 9:00am EDT: **Innovative Opening Session** (Speakers: Tom Jacobson, Yariv Kursh)
- 11:30am EDT: **Morning Break**
- 1:30pm EDT: **Customer Spotlight: Understanding the New Enhancement Process** (Speaker: Toni Minick)
- 2:00pm EDT: **We've Come Full Circle** (Speakers: Toni Minick, Yaniv Shmuel)

On the right side of the schedule, there are additional options: "App Store" and "Google Play" buttons, a "Find schedule" search bar, a "Timezone" dropdown menu set to "America/New York", a "Filter By Venue" dropdown menu set to "Detroit Marriott at the Renaissance Center", and a "Filter By Type" dropdown menu set to "Recently Active Attendees".

A close-up photograph of a person's hands writing in a notebook. The person is holding a white pen and is seated at a wooden desk. To the left, a portion of a silver laptop is visible. The notebook is open, and the person is writing on one of the pages. The background is slightly blurred, showing another person sitting at the desk. The overall scene suggests a professional or academic meeting.

**Book meetings with exhibitors**

## Incredible access to Innovative Staff

- Support Staff
- Product Owners
- Sale Engineers
- C-level Executives
- Over 40 Innovative Staff in attendance

*Book meetings in advance!*

**Adjust your  
calendar  
time zone  
for those  
meetings**



# Eating



Conference includes breaks with light snacks  
Monday – Wednesday



Innovative reception included on Monday  
evening



All conference lunch included on Tuesday



Public Library lunch Wednesday  
(optional addon)

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**Caution! Hotel  
Restaurant can  
be slow**

**GMRenCen Restaurants - <https://gmrencen.com/dining/>**

Hotel restaurant – FUELL (good food but can be slow)

Casual Dining: Panera, Potbelly, Subway, Burger King, Salsarita's Mexican Grill, Gyro Land, Coney Town, Beyond Juice.

Quick Hits: Motor City Pantry, Birmingham Deli, Starbucks.

## Lunch options (Monday & Wednesday)

Restaurants in walking distance: Bangkok Crossing (7min walk), Applebee's (4min walk), Nathan's Deli (8min walk), The Big Salad (10min walk), Pizza Cat Max (10min walk), Red Smoke BBQ (12min walk, Pegasus Taverna(12 min walk).



A blurred night photograph of a city skyline, likely Detroit, with lights reflecting on water. The image is out of focus, creating a bokeh effect with various colored lights (yellow, orange, red, white) against a dark blue sky. The text "Fun stuff to do in Detroit" is overlaid in the center in a white, bold, sans-serif font.

# Fun stuff to do in Detroit



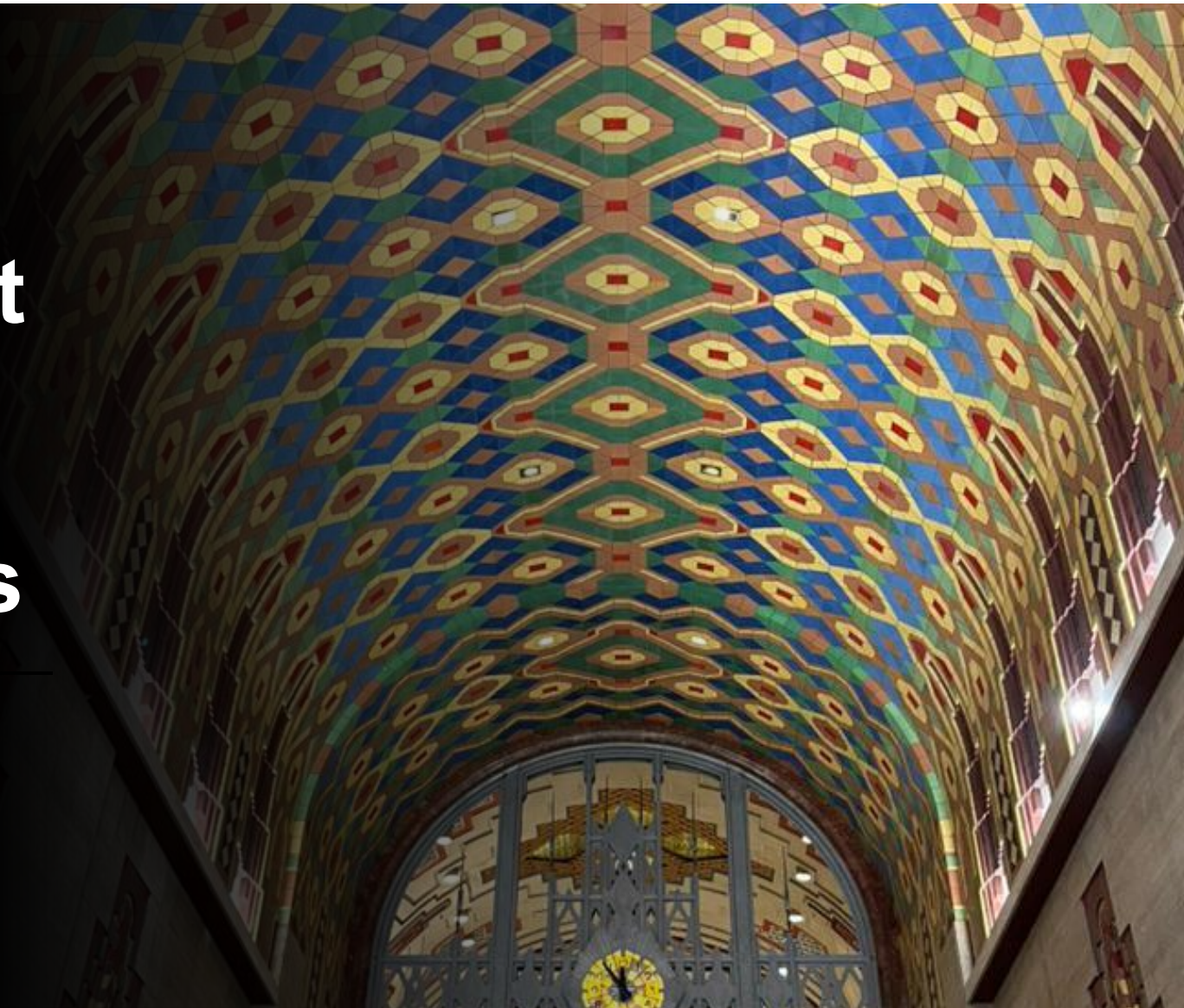
**Detroit Public Library Main Branch**

**Detroit  
Institute of  
the Arts  
(Closed  
Monday)**

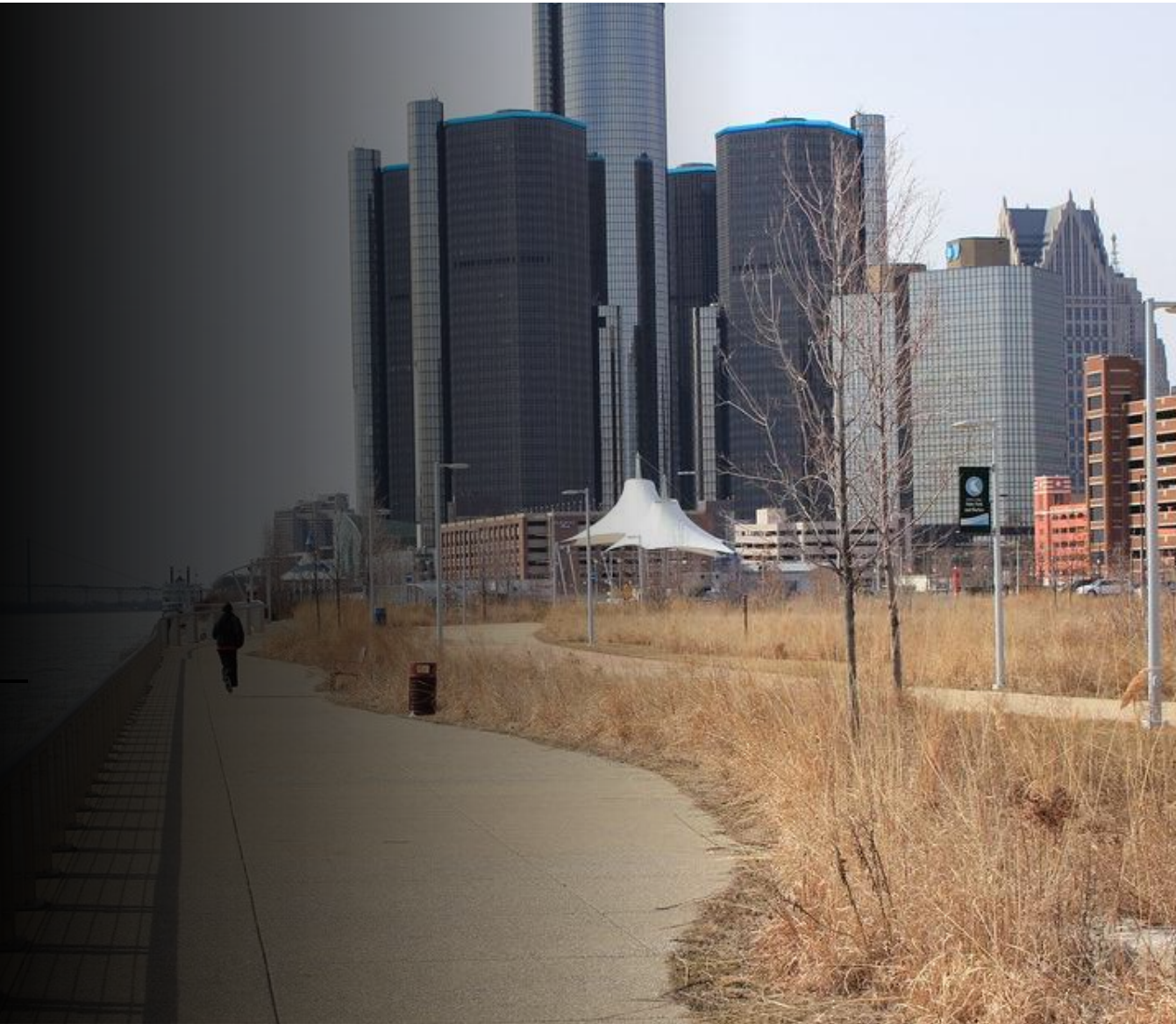


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# Guardian Art Deco Building + Lunch Spots



**William G.  
Milliken  
State Park &  
River walk**



More IUG Events - <https://www.innovativeusers.org/>

2/15/2024, 1PM Eastern IUG Forum: I'm a new  
Polaris ILS Administrator

2/15/2024 3PM Eastern IUG Forum: I'm a new  
Sierra ILS Administrator

MEEP Voting for Sierra & Polaris opens  
sometime in March



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## Thank You!

Questions?

 #IUG2024