

<b>2009 BGA Webinar Series Schedule</b>						
<b>Thursdays</b>	<b>Time (ET)</b>	<b>Duration (minutes)</b>	<b>Function</b>	<b>Primary Intended Audience</b>	<b>Topic</b>	<b>Leader(s)</b>
1/15/2009	2:00 PM	30 min	Webinar	ALL	Proposed schedule for 2009: webinars, advisory group meetings, wish list status updates, system upgrades	Meg/John M
1/29/2009	2:00 PM	30 min	Webinar	ALL	SmartOffice Release Cycle: An inside view and proposed changes for 2009 to serve the BGA customers more effectively	Eric
2/12/2009	2:00 PM	30 min	Webinar	ALL	Reporting: Using Production Reports Effectively	Adrienne
2/26/2009	2:00 PM	30 min	Webinar	ALL	Quarterly Update on 2008 Wish List Item Development	Stacey/Sherri
3/12/2009	2:00 PM	30 min	Webinar		Commissions for BGAs: Base System Availability and Use	Sherri/Jill
3/26/2009	2:00 PM	30 min	Webinar	ALL	Reporting: Creating Dynamic Reports - Introductory Level	Marlon
4/9/2009	2:00 PM	30 min	Webinar	ALL	Reporting: Creating Dynamic Reports - Advanced Level	Phil/Marlon
4/23/2009	2:00 PM	30 min	Webinar	ALL	Quarterly Update on 2008 Wish List Item Development	Stacey/Sherri
5/7/2009	2:00 PM	30 min	Webinar	Marketing, Principals	Marketing for BGAs: Use of Opportunities	Marlon
5/21/2009	2:00 PM	60 min	Webinar	Case Managers	PCM: APS Reimbursement	Stacey/Sherri
6/4/2009	2:00 PM	30 min	Webinar	Case Managers	PCM: Understanding Workflows for PCM	Stacey/Sherri
6/18/2009	2:00 PM	30 min	Webinar	Principals, Office Mgrs.	Quarterly Update on 2008 Wish List Item Development	Sherri/Stacey
7/2/2009	2:00 PM	30 min	Webinar	ALL	Correspondence: Letter Writing and Mass Correspondence	Phil
7/16/2009	2:00 PM	30 min	Webinar	Case Managers, Principals	BGA Use of Licensing and Appt Data in SmartOffice	Bryan/Todd
7/30/2009	2:00 PM	60 min	Webinar	ALL	Correspondence: Working with Merge Codes	Adrienne/Phil
8/13/2009	2:00 PM	30 min	Webinar	Case Managers	PCM: Alternative Practices for Pending Case Downloads	Stacey/Bryan

8/27/2009	2:00 PM	60 min	Webinar	Principals, Office Mgrs.	Wish List Planning for 2009 BGA CPC	Sherri/Stacey
9/10/2009	2:00 PM	60 min	Webinar	ALL	Wish List Planning fro 2009 BGA CPC	Sherri/Stacey
9/24/2009	2:00 PM	30 min	Webinar	ALL	Correspondence: User Best Practices/Scenarios	TBD
10/8/2009	2:00 PM	60 min	Webinar	ALL	Advisor Communications: SmartView for Advisors (View Comparisons)	Meg/John M
10/22/2009	2:00 PM	30 min	Webinar	ALL	Advisor Communications: Creating a Home Page View for Advisors	Meg/John M
11/5/2009	2:00 PM	60 min	Webinar	Principals, Office Mgrs., BGA CPC attendees	Post BGA CPC conference update on wish list sessions	Sherri/Stacey/John M
11/19/2009	2:00 PM	30 min	Webinar	ALL	Advisor Communications: User Best Practices/Scenarios	TBD
12/3/2009	2:00 PM	30 min	Webinar	Marketing, Principals	Marketing for BGAs: Workflows for Sales and Marketing Staff	Sherri/Stacey/Phil
12/17/2009	<b>Year end</b>					
12/31/2009	<b>Year end</b>				<i>ALL TOPICS AND DATES SUBJECT TO CHANGE</i>	