



The 2014

# HR Operations: Technology and Transformation Conference

Employee Insight and Experience

May 8-9, 2014 / New York Marriott East Side / New York, NY

May 7, 2014 Pre-Conference Seminar

HR Operations, Technology and Transformation



Learn how leading organizations are leveraging HR Operations to address:

- Strategy: Design, Development and Implementation
- Talent Management
- Shared Services and Outsourcing
- Employee Experience and Self Service
- Workforce Management, Analytics, Metrics

## Benefits of attending

Global service delivery and strategy execution are dictating the re-evaluation of HR in the enterprise. With an understanding that people are a business' greatest asset and to address the talent agenda overall HR is transforming on all sides. Technology and global sourcing have delivered performance and cost control, but to further advance - *a renewed examination*- of the architecture of HR is underway or under consideration at most leading companies.

HR Operations Leaders from Facebook, Microsoft, Nike and others examine the evolution of their HR transformations. Areas of focus include Employee Analytics/Insight and linkage to Global Service Delivery Models, HR Operations delivering on Talent Management strategy.

Join us for two high level days as HR Operations Leaders examine:

- HR Transformation in Post-Merger Integration (MetLife)
- Post-transformation Operations (Coca-Cola)
- Leveraging Analytics (Goldman, Sachs & Co.)
- Why Service Delivery Models means Experience Delivery (Microsoft)
- Competing on Service Level (Facebook)

## Who should attend

HR Operations – Leader, VP, Director, Managing Director, Executive Director, SVP

HR Information Systems (HRIS) – Director, Senior Director, VP, CIO –

Shared Services Leaders – VP, Director, Managing Director, Executive Director

Outsourcing Leaders – VP, Director Sourcing – VP, Director

HR Generalist and Business Partner: HRIS/Communications/Talent Management/Compensation

## Previous participants of HR Operations: Technology and Transformation Conference

BNY Mellon	General Mills	PepsiCo, Inc.
Bristol-Myers Squibb Company	General Motors	OVC, Inc.
Campbell Soup Company	Google	T. Rowe Price Group, Inc.
Capital One	KPMG	The Home Depot
Cigna Corporation	KPMG LLP	TIAA-CREF Financial Services
Deloitte	Lockheed Martin Corporation	Williams-Sonoma, Inc.
EMC Corporation	Pearson, Inc.	World Bank Group



## Pre-Conference Seminar, Wednesday, May 7, 2014

BREAKFAST AND REGISTRATION 7:45 - 9:00 AM

WELCOMING REMARKS 9:00 AM

SEMINAR 9:00 AM - 3:30 PM

Workforce analytics and the technology are enabling a new level of insight into employee performance and experience. We will examine how to develop and implement a forward looking plan for building an analytics agenda while considering the change management issues that will dictate success.

Workforce data – metrics, surveys, forecasting, and predictive analytics to improve your organization's return on investment. We will consider:

- Benchmarking
- HR analytics/workforce intelligence
- Predictive analytics
- On-boarding
- Engagement
- Employee Experience

ADJOURN 3:30 PM

Call Customer Service at 212 339 0345

# Day One: Conference

## Thursday, May 8, 2014

REGISTRATION AND CONTINENTAL BREAKFAST: 8 – 9:00 AM

WELCOME AND INTRODUCTION: 9:00 – 9:15 AM

GENERAL SESSION A: 9:15 – 10:15 AM

### Awesome Product Leadership In Hr Operations

Michael McCreary leads HR Services; he will share Intuit’s experience applying their signature Awesome Product Leadership into practice in their own HR strategy.

Michael McCreary, HR Services Leader, **Intuit**

GENERAL SESSION B: 10:15 – 11:00 AM

### HR Operations: The Employee Linkage

HR at Microsoft operates in one of the most competitive labor markets in the world and strives to go beyond delivery of services and processes alone; they utilize leading technologies to deliver impactful experiences which achieve engagement and effectiveness.

Linette Falque, Director, **People Data Management Operations**

Tim Stephens, General Manager of Global HR Operations, **Microsoft Corporation**

NETWORKING BREAK: 11:00 – 11:15 AM

GENERAL SESSION C: 11:15 AM – 12:15 PM

### HR Delivering Increased Value in a Dynamic Organization

HR Services can be delivered creatively and effectively with fresh approaches to team leadership, operational management and customer service.

Key leadership strategies include a collaborative leadership model, a robust operational management process and strong partnerships with key stakeholders.

- Results earn credibility and a seat at the decision-making table. Define the right success measures, drive continuous improvement and tell your story creatively.
- Customer satisfaction is the ultimate success measure. Start by defining and aligning around who your customer is, understand their needs and tailor services to meet unique needs.

Teri Jensen-Freeman (Teri), Senior Director Global HR Operations, **Nike, Inc.**

NETWORKING LUNCHEON: 12:15 – 1:15 PM

GENERAL SESSION D: 1:15 – 2:00 PM

### “White Glove” Employee Experience at Scale

Facebook utilizes “Groups”, a platform designed to enable collaboration and messaging to specific co-workers and teammates, to drive employee experience and engagement. In this presentation, Facebook will provide an overview of how it maximizes shared services effectiveness and delivers a “white glove” employee experience.

The session will cover:

- Managing the delicate balance between “white glove” service and employee self-service
- A demonstration of some common Facebook Groups structures to segment discussions and maximize effectiveness

- A discussion on the practicality of groups for project teams or annual processes
- Measuring the pros/cons of “Groups” within shared services

Y. Vijay Rao, Head of People Operations, **Facebook**

GENERAL SESSION E: 2:00 – 3:00 PM

### **Post-Transformation HR Service Delivery: Driving Employee Experience**

The Coca-Cola Company is four years into its post-transformation journey in Human Resources. Today, the focus for the People Function is on creating an outstanding employee experience for the Company’s knowledge-enabled workforce. That goal provides the People Function with a strong reputational base to drive its strategy of Right Talent, Right Leaders, Right Capabilities and Right Workplace Culture across the more than 200 countries in which The Coca-Cola Company operates.

Patrick van Hoegaerden, Director, GBS HR Operations, **Coca-Cola Company**

NETWORKING BREAK: 3:00 – 3:30 PM

GENERAL SESSION F: 3:30 – 4:30 PM

### **Lessons Learned from Building a People Analytics Function**

Goldman Sachs has spent the last year developing an internal People Analytics function with two primary goals in mind: 1) Enable the firm to make more informed people decisions and 2) provide faster, more accurate reporting and better advice to our businesses. So far on the journey, we learned a lot about our data, our people and what it takes to build an organization focused on “big data for HR.”

Tom Osmond, Managing Director, Global Head of HCM Solutions, **Goldman, Sachs & Co.**

GENERAL SESSION G: 4:30 – 5:00 PM

### **Strategies to Unify the HR Data Stream in Global HR Operations**

Coach, a leading global retailer, will share important lessons learned in enabling a lean HR organization. Specifically, the session will feature Coach’s initiative to improve the efficient access, sharing and protection of global HR information. The discussion will highlight the sourcing and use of Cloud based technologies to create integrated electronic employee records from multiple sources including paper, a variety of systems, data formats, languages while incorporating local laws and corporate compliance policies.

**Moderator**

Alyssa Dver-Executive Strategy Partner, Global HR Info Mgmt, **PeopleDoc**

**Panelist**

Kristin Deegan - Director, Corporate Applications, **Coach, Inc.**

CLOSING REMARKS: 5:00 - 5:10 PM

NETWORKING RECEPTION: 5:10 - 6:20 PM

## **Conference KeyNotes**

Registration includes this summary of conference highlights  
and a post-conference interactive webcast

## Day Two: Conference

### Friday, May 9, 2014

CONTINENTAL BREAKFAST 8:00 – 8:45 AM

OPENING REMARKS 8:45 – 9:00 AM

GENERAL SESSION H: 9:00 – 10:00 AM

#### Global HR Transformation and Post-Merger Integration

MetLife started an HR Transformation starting in 2011 with the acquisition of Alico; a strategy which substantially increased the organization's size, global footprint and overall complexity. The presenter shares perspectives and specific issues including global enterprise software roll out, governance issues in a highly regulated industry and communication and change management challenges in a global landscape.

James P. Dwyer, VP Global HRIS & Architecture, **MetLife**

GENERAL SESSION I: 10:00 – 10:30 AM

#### HR Operations Leaders – panel discussion

Discussion topics include:

- To Go SaaS or Go Enterprise
- Risk in the HR Suite

Robert Bleimeister, Vice President, Global HR Operations and Systems  
**American International Group, Inc.**

James P. Dwyer, VP Global HRIS & Architecture, **MetLife**

NETWORKING BREAK: 10:30 – 11:00 AM

GENERAL SESSION J: 11:00 – 11:30 AM

#### Everything you Ever wanted to Know about Talent Acquisition

Talent acquisition is a major strategic objective at most leading organizations and a priority for HR Operations leaders looking to impact strategy execution at their firms. UPS uses home grown systems and the talent acquisition leader will shares insights and provide highly actionable advice on the five most impactful things you need to know about talent acquisition and the ten things you need to do on Monday morning.

Lytana Kids, VP, Global Workforce Planning, **UPS**

GENERAL SESSION K: 11:30 AM – NOON

#### Systems Selection and the Business Case in HR Operations

Ryder has recently embarked on their HR Transformation Journey and they face the complex issues that most firms uncover in the process. We will cover interactively through Q&A the communication and executive sponsorship strategy and the nuts and bolts of system vetting while considering:

- Compliance
- Governance and risk
- Exempt, non-exempt and temporary workforces

Maria Ruiz, Group Dir., HR Operations, **Ryder Systems Inc.**

## Presentations

Available online in advance of the conference



## Registration Information

**Online** [www.conferenceboard.org/HROps](http://www.conferenceboard.org/HROps)

**Email** [customer.service@conferenceboard.org](mailto:customer.service@conferenceboard.org)

**Phone** 212 339 0345 8:30 am to 5:30 pm ET Monday through Friday

## The 2014 HR Operations: Technology and Transformation Conference

Employee Insight and Experience

### Conference (911014-1)

May 8-9, 2014

New York Marriott East Side

Associates **\$2,095** **\$2,295** after 4.15.14

Non Associates **\$2,695** **\$2,895** after 4.15.14

### Pre-Conference Seminar (B00014-1)

May 7, 2014

The Conference Board Conference Center, New York, NY

Associates **\$1,035** Non Associates **\$1,215**

#### Hotel Accommodations

Fees do not include hotel accommodations. For discounted reservations, contact the hotel directly no later than the cut-off date and mention **The Conference Board HR Operations: Technology and Transformation Conference**.

#### Conference Location

The Marriott East Side  
525 Lexington Avenue  
New York, New York 10017  
212 755-4000

Hotel reservations cut-off date:  
Monday, **April 14, 2014**

#### Pre-Conference Seminar Location

The Conference Board Conference Center  
845 Third Avenue  
(Between 51st and 52nd Streets), 3rd Floor  
New York, NY 10022

#### Cancellation Policy

Full refund until three weeks before the meeting. \$500 administration fee up to two weeks before the meeting. No refund after two weeks before the meeting. Confirmed registrants who fail to attend and do not cancel prior to the meeting will be charged the entire registration fee.

#### Team Discounts per person

For a team of three or more registering from the same company at the same time, take \$300 off each person's registration.

One discount per registration. Multiple discounts may not be combined.



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