



INTELLIGENT AUTOMATION for HUMAN RESOURCES

October 21st – 23rd, 2019 • Miami, Florida

Earn up to 19 HRCI
and SHRM credits!

Transform Mundane, Routine Tasks into an Efficient
End to End System Through Automation Technologies

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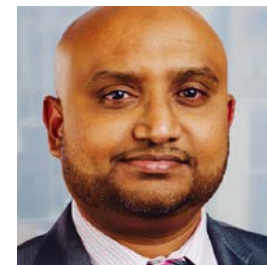
MEET THE SPEAKERS



Naveed Asem
Chief Data and
Analytics Officer
**Donnelley Financial
Solutions (DFIN)**



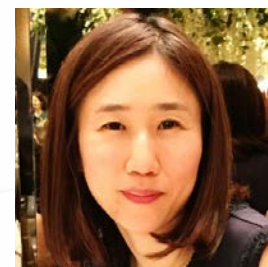
MK Aydin
Sr Director, Corporate
Solution
A+E Networks
**A+E
NETWORKS**



Faizal Bakah
Head of Global Payroll
Booking Holdings



Beth Bourg
Senior Product
Marketing Manager
Fortress IQ
Fortress IQ



Hyunzoo Chai
Director, Data Science
**Donnelley Financial
Solutions (DFIN)**



Chad Dunnam
Global P&O
Automation Lead
Mars Global Services
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MEET THE SPEAKERS



Zach Frank
Program Manager, HR
Service Delivery
Bridgestone



Brandon Gradeless
Sr. Analyst, HR
Continuous
Improvement
Advent Health



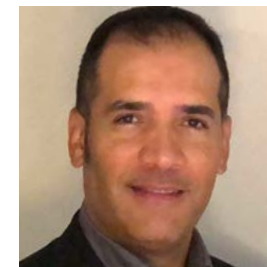
Missy Hallead
Vice President of
Corporate and Global
HR
**MGM Resorts
International**



Karen Jamerson
Manager, Intelligent
Automation
Capital One



Sung Kim
Senior Manager, Smart
Process Automation
BMO Financial



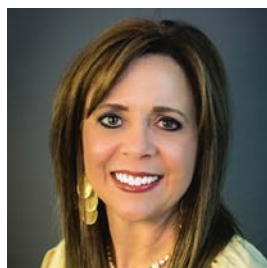
Karl Martineau
CIO
Legal Aid Ontario



Vinay Mummigatti
Chief Automation
Officer
**LexisNexis Legal &
Professional**



Vanessa Phung
HR Generalist
Noble Drilling



Beth Pratt
Head of Global Talent
Mylan



Anoop Srivastava
Director - Process
Automation
Wiley



Michelle Willard
Product Strategy Lead
for HR Intelligent
Automation
Capital One



"Provided real
lessons learned
and experiences
that were helpful
to me and to
build upon my
companies
current progress."

- Darden

& more to come!

YOUR CHALLENGE, OUR ANSWER

FACT

Companies receive an average of 250 applications per job opening.

CHALLENGE

How can ATS systems reduce the time of selecting the right candidates but avoid any potential legal implications such as bias and discrimination?

ANSWER



Vanessa Phung
HR Generalist
Noble Drilling

By using an ATS, recruiters can save time by using an interactive system that provides pre-screening questionnaires, which can automatically eliminate candidates who are not qualified for the job (without running into legal implications). The ATS can also be set up to where video interviews are recorded because of candidate answers, which improve a Recruiter's productivity rate and saving the hiring manager's time significantly. In addition to having a built-in ATS, this can help provide excellent customer service to candidates, which may attract the best talent for the candidate pool.

FACT

Addressing concerns around job loss due to automation by training and upskilling the employees in emerging digital technologies.

YOUR CHALLENGE

How do we scale automation at enterprise level while addressing cultural and change management issues?

ANSWER



Vinaykumar Mummigatti
Chief Automation Officer
LexisNexis

Democratize automation, invest in upskilling and trainings, make automation as a part of enterprise strategy and invest in diverse automation tools that can transform manual processes, knowledge discovery and decisioning, collaboration and data handling tasks.

PRE-CONFERENCE WORKSHOPS

MONDAY, OCTOBER 21ST, 2019

8:00 AM Workshop Registration & Breakfast

8:30 AM **WORKSHOP A: Upskill, Focus, Rally! Organizational Change Management- Minimizing the Disruption behind Disruptive Technology**

Whenever a company implements any sort of change it can be difficult to manage. With Intelligent Automation it can be especially difficult as the idea behind Bots can incite skepticism and even fear. Learn the best technique to mitigate this reaction and arm your company for a successful transition.

- Learn the benefits of hiring a change management consultant as opposed to managing the process in house.
- Key takeaways to help you combat the natural opposition to bot, learn how they create jobs not eliminate.
- Setting up a solid organizational structure to support your implementation. Learn about any new jobs you may need to create.

SPEAKER PRESENTATION (40 MINUTES)

Michelle Willard, Robotics Process Automation & Intelligent Automation Lead, **Capital One**

Karen Jamerson, Manager, Intelligent Automation, **Capital One**

DEEP DIVE SESSIONS (60 MINUTES)

- Defining your automation vision - 20 min
- Designing your center of excellence - 20 min
- Implementing change management and communicating with transparency - 20 min

PART 3- WRAP UP AND QUESTIONS (20 MINUTES)

10:30 PM Morning Refreshment Break

10:45 AM **WORKSHOP B: How Cognitive Process Intelligence Can Help Define and Measure The ROI Of Automation Programs Within the HR Department**

What stage are you in with your automation plans? Have you implemented RPA, or are you still in the planning phase? Do you struggle with how to gain executive buy-in? Is your objective to start off with a strategy that will scale? Attend this workshop to engage with subject matter experts and learn how detailed business process discovery that incorporates user behavior enables successful automation deployment and facilitates a deeper understanding of the current state of your business. You will learn how to create a business case championing the need for digital process discovery as the key step in executing an automation plan. Additionally, you will walk away with real-life business process examples to champion and enable the creation of your custom business case.

SPEAKER PRESENTATION – BENEFITS OF DIGITAL PROCESS DISCOVERY, MAPPING, AND DOCUMENTATION (30 MINUTES)

Beth Bourg, Senior Product Marketing Manager, **FortressIQ**

Sponsored by **FortressIQ**

BREAKOUT SESSIONS: MAPPING BUSINESS PROCESSES (70 MINUTES)

Process exercise: Working together in small groups, you will draft a business journey and document a process to compare against real-life examples. Teams will then identify areas for automation and start a plan for use in their departments.

GROUP DISCUSSION AND DOCUMENTATION REVIEW (30 MINUTES)

12:30 PM Lunch**1:15 PM WORKSHOP C: Ready Set Build: Building Bots without Partners**

In this workshop, we will cover the basics of building a functional bot using Python, NLP, and deep learning libraries. At the end of the workshop you will know how to build a very basic bot that automates some basic but useful tasks for the HR department.

- Business Use Cases & Architecture
 - Case study approach to business use cases of build bots using AI and ML. We will discuss how you take a business use case, and build an architecture and documentation that will help in building bots. Our discussion will primarily focus on building bots for 1) Text Analytics, and 2) Deep Learning use cases.
- Let's Build Together
 - We will spend time going over the various libraries in Python that are used for AI and ML work in this workshop. Followed by building a very basic hello world application.
 - We will build a sentiment analysis bot using Python
 - We will build a text extraction and categorization bot using Python
- Requirement:
 - Programming background and basic knowledge of Python is required to get them most value out of this workshop

Naveed Asem, Chief Data and Analytics Officer, **Donnelley Financial Solutions (DFIN)**

Hyunzoo Chai, Director, Data Science, **Donnelley Financial Solutions (DFIN)**

3:15 PM Afternoon Refreshment Break

Join Workshop D at the HR Shared Services event or head to the lobby to meet for an Everglades tour! Check out our Super Pass option!

**PURCHASE YOUR
SUPER PASS**



8:15 AM **Main Conference Registration & Breakfast**

8:50 AM **Chairperson's Opening Remarks**

Day 1: Part 1 – Attracting & Retaining Talent With the Help of Intelligent Automation

9:00 AM **KEYNOTE PANEL: Reduce the Biases Behind Recruitment with the Help of Intelligent Automation**

Like it or not biases exist everywhere. Candidates can be hired for a variety of reasons and although many companies try their best to recruit and hire fairly, many outside factors can influence a hiring manager's decision, including recruiting candidates they already know to the exclusion of outside candidates who might be more qualified. In this session we will debate and discuss ways that Intelligent Automation tools can take the biases out of HR and how several companies have benefited from it. Some questions that will be addressed:

- How can hiring biases hurt the company in the long run?
- What solutions are potentially best for your company culture?

Moderator:

Beth Pratt, Global Head of Talent, **Mylan**

Panelist:

Faizal Bakah, Head of Global Payroll, **Bookings Holdings**

Vinay Mummigatti, Chief Automation Officer, **LexisNexis**

9:45 AM **Examine the Adoption and Effectiveness of HR Tracking Systems**

Attracting and retaining talent is an extremely time consuming and costly proposition. It is estimated that a bad hire can cost the company up to \$10,000. Applicant tracking systems (ATS) can free up time for HR staff and with the help of an AI bolt-on technology, can revolutionize the way companies hire. In this session you will hear how IA & ML can aid recruitment activity, producing measurable results, as well as:

- How much time does the company really save with the help of ATS?
- Implementing your AI bolt-on for current ATS system.
- Minimizing built in biases and maintaining diversity

Vanessa Phung, HR Generalist, **Noble Drilling**

10:30 AM **Technology Demo Drive & Morning Coffee Break**

Solution Provider Speed Dating with a twist! Demo all the tools in the room and not only will you get to preview the hottest technology in the market but you will be entered to win great prizes. Could you be a lucky winner this year?

11:30 AM

CASE STUDY: Recruitment and Chatbots - Does the Hype Match the Return?

Chances are, if you haven't already incorporated chatbots into your HR portals, you are evaluating when and how to implement them. But do the returns really measure up? In this session you will hear from one company that was able to propel its recruitment strategy forward, saving internal recruiters 20% of their time, and attracting and retaining high value talent, just through chatbots. Attracting and retaining some of the brightest talent in the industry. Sit in on this use case to help you:

- Decide which system works for you and can it be implemented into legacy systems
- Define goals; what type of results would you like to see out of your company's chatbots?
- Qualify candidates vs candidate interaction: Where do you begin?

12:15 PM

Networking Lunch

1:15 PM

INTERACTIVE DISCUSSION GROUPS

Our facilitated, small group discussions optimize peer-to-peer learning by 'crowdsourcing' practical solutions to common IA challenges—an immersive experience where you'll have the opportunity to build upon one another's expertise. Attendees choose one of the two topics below with 45 minutes to debate and discuss key areas of interest.

IDG 1: Humanizing the Hiring experience with the use of Bots

Led by: Karl Martineau, CIO, **Legal Aid Ontario**

IDG 2: Attracting and Retaining Millennials with the Usage of IA**IDG 3: Shifting Talent and Resources based on Tracked Results within HR****IDG 4: Tracking Flex Work/Agile Work using Cognitive Technology****Day 1 Part 2-The Connected Employer: Enhancing the Employee Experience**

2:45 PM

From Start to Finish- How RPA is Enhancing the Employee Experience

Much like the way technology has revolutionized the customer experience and created an expectation of a higher level of service, so has technology impacted the employee experience. Employees expect constant touch points during the onboarding process and an increased level of service throughout their careers. The expectation is that the employee never be out of reach. In this session, we will discuss how RPA can increase the employee experience through examples such as automating mundane tasks and taking away repetitive work. This session will also examine:

- What tasks will be replaced though intelligent automation for the HR department
- How can HR keep up with growing employee expectations
- Why is RPA a powerful tool for retaining talent?

Chad Dunnam, Global P&O Automation Lead, **Mars Global Services**

3:30 PM

Afternoon Refreshment Break

4:15 PM

Attrition Detection with the help of Machine Learning

You hired a wonderful employee - now how do you keep them? Intelligent automation technologies can assist in analyzing patterns, predicting employee decision-making and showing whether or not employees are at risk of leaving the company. This is the key to preventing high attrition rates. In this session you will hear from a Fortune 500 company executive on how they implemented machine learning to analyze and predict employee attrition. He will address:

- Using machine learning to stay ahead of natural attrition
- Enhancing the employee experience increasing employee retention
- Defining prototypically algorithms and how they can drive cost savings.

Brandon Gradeless, Sr. Analyst, HR Continuous Improvement, **Advent Health**

5:00 PM

CLOSING KEYNOTE: The Automated Employee! Ensuring your Employees Hit the Ground Running

Onboarding can be a tedious process. Studies show that the way employees enter the workforce determines their path for their entire time at the company. Automating your onboarding platform can not only help the employee by cutting out tedious forms and processing time but it can help the employer as they do not spend all their time processing documents but spend more time engaging with the employee. Join this session to learn how automating your onboarding process can benefit your company as well as:

- Allowing new hires to focus more of job tasks rather than new hire task
- Create a stress free onboarding process
- Learn how to collect data more efficiently and less costly

Missy Hallead, Vice President of Corporate and Global HR, **MGM Resorts International**

5:45 PM

Welcome Cocktail Reception

MAIN CONFERENCE DAY TWO

WEDNESDAY, OCTOBER 23RD, 2019

8:00 AM **Registration & Breakfast**

8:30 AM **Chairperson's Opening Remarks**

8:45 AM **DAY 2 OPENING KEYNOTE**

Join this session for a step by step guide through Donnelley Financial's Intelligent Automation Journey, highlighting how the company moved from simple automation to intelligent automation over a four year period.

Naveed Asem, Chief Data and Analytics Officer, **Donnelley Financial Solutions (DFIN)**

Day 2 Part 3- Benefits of Intelligent Automation, Focusing on Internal Benefits

9:30 AM **Using RPA to Automate Your Payroll and Benefits Platform**

While automation is not an if, but a when, the question of where to begin to automation in HR still remains. A study by Ernest & Young pegs RPA in payroll as a low cost, high-outcome area for implementation; this makes it a good starting point. Payroll is dominated heavily by repetitive tasks that are quickly automated, therefore freeing up time for your HR staff allowing them to do more with less. Join this session to hear how one company automated its payroll and benefits platform allowing staff to focus on strategic efficiencies as well as:

- Examine the ease of RPA Implementation for your RPA platform
- Loop in legacy systems, a good place to start?
- Address Data Collection Streamlining & Data Access Acceleration

MK Aydin, Senior Director, Sr. Director Network Solutions, **A&E Networks**

10:15 AM **Morning Coffee Break and Demo Drive Prize Drawing**

Grab a cup of coffee and see if you won one of our exciting prizes. You can't win if you're not there!

11:15 AM **Upskilling the HR Team in Order to Efficiently Use Intelligent Automation Tools**

The common misconception is that the average employee is not savvy enough for Intelligent Automation. This is not due to a lack in capability, merely a lack of skill set. The surge in IA opportunities have exposed this skills gap and made upskilling a top priority for HR departments. In this session our speaker will address:

- Deciding whether or not to upskill with a partner or to keep training internal
- What is the cost of upskilling?
- What new jobs will Intelligent Automation create?

Anoop Srivastava, Director - Process Automation, **Wiley**

12:00 PM **Networking Luncheon**

1:00 PM

What Are the Risks Associated with Artificial Intelligence within HR and How do We Reduce Them?

Whenever we give data access to a bot it is always a security risk. Multiply this risk in HR because of how much confidential information is stored within the HR department. Payroll and benefits information, social security numbers and addresses are just a few examples of the sensitive information HR oversees. Join this session to hear from a group of employees on how they minimize the risks behind data storage.

- How do we ensure data doesn't end up in the wrong hands
- Where is your data actually stored?
- Minimizing human error

1:45 PM

The future of jobs and skills in the automation era – How should employees plan to thrive in the era of automation when every job is being impacted or taken away by automation?

Vinay Mummigatti, Chief Automation Officer, **LexisNexis Legal & Professional**

Day 2 Part 4 – What Lies Ahead- Predicting the Future

2:30 PM

Afternoon Refreshment Break

2:50 PM

Continuous Process Improvement: Making HR Operations More Efficient With the Help of Intelligent Automation

To deliver more value, the human resources function needs to spend more time accelerating operational improvement and less time on its traditional administrative and compliance activities. Intelligent Automation tools can help make that a reality. Join this session to learn how one company transformed its HR processes, freeing up time for its HR department to cut costs and drive results.

- Learn how to create standardization of process with the HR department
- Doing more with less, cutting costs while over performing
- Transformational HR: What would you do if you had the time?

Zach Frank, Program Manager, HR Service Delivery, **Bridgestone**

3:30 PM

FIRESIDE CHAT: The Use of Chatbots within the HR Department

In this panel you will hear from a group of HR Professionals on how they utilize chatbots within their organization and what the ROI has been. You have heard the hype but should you join the Chatbot craze?

4:15 PM

Interactive Discussion Groups

Our facilitated, small group discussions optimize peer-to-peer learning by 'crowdsourcing' practical solutions to common ITFM challenges—an immersive experience where you'll have the opportunity to build upon one another's expertise. Split up based on department for a 2 part 45 minute roundtables to discuss unique challenges based on department.

IDG 1: Leveraging RPA as the End User

IDG 2: Discussing Bolt-on Vendors and how to make the best of them

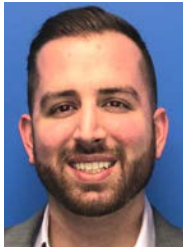
IDG 3: Obtaining Approvals: Learn what questions to ask

IDG 4: Bridging the Disconnect between you and your board

5:00 PM

Closing Remarks- See you next year!

SOLUTION PROVIDERS SPONSORS



SPONSORSHIP & EXHIBITION OPPORTUNITIES

Event sponsorship is an excellent opportunity for your company to showcase its products and services to senior-level, targeted decision makers attending the Intelligent Automation Week conference. IA Week helps companies like yours achieve important sales, marketing and branding objectives by setting aside a limited number of event sponsorships – all of which are tailored to assist your organization in creating a platform to maximize its exposure at the event. For more information on sponsoring or exhibiting at this year's conference, contact **Vinny Rama** at **212-885-2770** or email him at **Vinny.Rama@ssonetwork.com**



EVERGLADES TOUR

JOIN US ON A PRIVATE EVERGLADES TOUR AND AIRBOAT RIDE!

AFTER WORKSHOP DAY • MONDAY, OCTOBER 21ST, 2019 • 4PM

This tour is a lot of fun. We start off on a guided tour to Everglades National Park. On the way, you'll hear music and stories from a professional audio guide. Upon arrival at the Everglades Park, you will embark on an exciting airboat ride. Right after, you will have the chance to learn more about the gators and ecosystem in the wildlife show. There is a cafeteria and a gift shop at the park, as well as a suspended boardwalk nature trail for you to peruse through Florida's untouched wildlife.

SUPER PASS PERKS

- Access to all sessions and workshops at Intelligent Automation HR and HR Shared Services and Outsourcing Summit (running the same days in the same venue)
- Exciting Everglades tour with your peers!
- Extra time to connect with peers from both events.

[PURCHASE YOUR SUPER PASS](#)

CO-LOCATED WITH:



BENEFITS:

- Double the networking
- Double the fun
- Increased opportunities to meet additional industry peers
- Exciting evening activity to come!

[View HRSSO Agenda](#)

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All Access: Main Conference + Workshops	\$2,495 SAVE \$600	\$3,095
Main Conference	\$1,695 SAVE \$600	\$2,295
All Access Pass to All Workshops and Sessions at IA HR and HRSSO + Everglades Tour	\$3,495	
Workshops (a la carte)	\$589	

VENDOR PRICING	Register by 07/12	Onsite
Main Conference	\$3,695 SAVE \$600	\$4,295
Workshops (a la carte)	\$589	

TEAM DISCOUNTS	SAVE
Groups of 2	10%
Groups of 3	15%
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