



CU*ANSWERS Network Services

10/29 - 10/30

NETWORK SERVICES BOOTCAMP

10/29

Day 1

8:30-9:00

9:00-9:30

9:30-10:00

10:00-10:30

10:30-10:45

10:45-11:30

11:30-12:00

12:00-1:00

1:00-1:45

1:45-2:30

2:30-2:45

2:45-3:30

3:30-4:30

5:00

Core Product and Troubleshooting

Breakfast

CBx and Pro Doc – With Zach Hill

Imaging Solutions – With David Etterman

ITMs – Cameron Rich

Break

CBX Q&A – With Zach Hill, Cole Seeley, Sari Rahal, Bob Anderson

Ticketing System / Order process – With Steven Rieger

Lunch

Business Continuity – With Patrick Schumaker & Logan Hayward

Compliance – With Patrick Sickels

Break

Vendor Management – With AJ Schalk

Communications Overview – With Brian Dean

Refreshments at the Sheraton Bar:

[5700 28th St SE, Grand Rapids, MI 49546](#)

10/30

Day 2

8:30-9:00

9:00-9:45

9:45-10:30

10:30-10:45

10:45-11:15

11:15-12:00

12:00-1:00

1:00-2:00

2:00-2:15

2:15-2:45

2:45-3:00

Network and Systems Management Practices

Breakfast

Cisco Umbrella – With Derek Doublestein

Guest Feature Damian Walters:

- The #1 Thing The Board Can Do For IT: Business Impact Analyses
- The #1 Thing IT Can Do For the Board: Security Program Reporting to the Board

Break

ZIX and email Best Practices – With Cole Seeley

Backup Strategies – With Cole Seeley

Lunch

Incident Response – With Patrick Schumaker & Logan Hayward

Break

Duo MFA – With Jesse Munroe

Wrap Up
