

# PeopleSoft® | Connect

September 14 - 18, 2003  
Anaheim, California

**Register to Attend!**

[www.peoplesoft.com/goto/connectregister1](http://www.peoplesoft.com/goto/connectregister1)

*“Excellent conference. I have been to various conference events, and this was by far the best.”*

**Melissa Wilson**  
Vice President,  
T. Rowe Price Group

**Global Sponsor**



**PeopleSoft, Inc.**  
**Corporate Headquarters**  
4411 Hacienda Drive  
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94588 USA  
[www.peoplesoft.com](http://www.peoplesoft.com)

**Register for Your Connect Passport  
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**See page 47 for details.**

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# Real

time



knowledge

**Learn, share, and network at PeopleSoft Connect, the ultimate users forum!**

**New This Year!**

**Expanded "Solutions Expo"**  
for Increased Learning  
and Collaborating

**More Real-World  
Customer Case Studies**

**Increased Opportunities  
for Networking with  
Other Users**

**Session Tracks  
Targeting Industries  
and Global Solutions**

**And Much More!**

**It's the Must-Attend Event of the Year!**

**Gain a Competitive  
Advantage**

**Learn Best Practices to  
Improve Efficiency**

**Save Your Company Money  
and Increase Revenue**

**Enable a Real-Time  
Enterprise**

# PeopleSoft® | Connect

September 14 - 18, 2003  
Anaheim, California

**Register Today! [www.peoplesoft.com/goto/connectregister1](http://www.peoplesoft.com/goto/connectregister1)**



Bring your enterprise to the next competitive level.



September 14-18, 2003, in Anaheim, California

Welcome to PeopleSoft Connect, the largest PeopleSoft users conference ever! Attending PeopleSoft Connect provides you with the perfect opportunity for networking with peers and PeopleSoft experts. You'll be able to share and exchange ideas, hear how other users are leveraging functionality to solve business challenges, and learn all the latest tips and tricks. It's simply the best way to make sure you're maximizing your current PeopleSoft investment. If you're looking to find real vision, real knowledge, and real solutions, then attending PeopleSoft Connect is a must.

Why You Should Attend

**Connect and network** with other users, developers, and PeopleSoft.

**Gain insight** on upcoming releases and discover PeopleSoft's focus for the future.

**Listen to pertinent case studies** and learn valuable implementation and upgrade best practices.

**Gain valuable knowledge** on detailed technical topics such as security, integration, and performance.

**Find solutions** to your toughest business and IT challenges.

**Discover** the benefits of transforming your business to a real-time enterprise.



Drive away in a Ford® Mustang® or Segway Human Transport!

See page 47 for details.

Who Should Attend

- Executive Management
- Senior Line-of-Business Managers
- HR, Finance, Marketing, and Sales Management and Staff
- IT Managers and Project Team Leaders
- Business Analysts and Consultants
- Product and Business Strategists
- Implementation Specialists
- Systems and Database Administrators
- Networking Specialists
- Developers and Programmers
- Help Desk and Support Staff
- End Users and Power Users

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Global Sponsor  
Hewlett-Packard Company



PeopleSoft® | Connect



More information. More opportunities.

In today’s economy, budgets have been slashed and resources are limited. Now more than ever you need to maintain your productivity, which is why you can’t afford to miss this important event. We’ve put together an astounding showcase of speakers, experts, and informative sessions to ensure that you get the most out of your PeopleSoft applications. You’ll not only increase your own personal effectiveness, you’ll be able to impact your organization’s overall performance as well.

**Translation Service**  
For your convenience, some of our programs will be translated into Mandarin, Japanese, Portuguese, and/or Spanish. To find out which sessions offer translations, please visit us online.

Keynotes

Listen to industry leaders as they share their vision for the industry as well as PeopleSoft insights.

Power Sessions

Take advantage of hands-on training offered by PeopleSoft Education to achieve the technical insight you need.

Breakout Sessions

Choose from more than 450 different one-hour sessions that will help you gain in-depth and strategic insights.

**NEW!** Super Sessions

Join PeopleSoft line-of-business executives for a view into PeopleSoft’s strategy for industry, product, and service solutions in 2003 and beyond.

**NEW!** Customer Pavilion

Hear real-world examples of how other customers are using PeopleSoft to operate their businesses in real time.

**NEW!** Industry-Specific Sessions

Learn about valuable strategies and solutions to help you manage your enterprise within and across industries.

**NEW!** Geographic-Specific Sessions

Take advantage of two new tracks devoted entirely to initiatives and solutions for the Latin America and Japan and Asia Pacific regions.

**NEW!** Cutting-Edge Event Technology

Stay in touch with your business back home. We’ve made it easier this year with our wireless internet connectivity. You can also log on to our Messaging Kiosks to access email, contact other attendees, review updates, and more.

	Sunday September 14	Monday September 15	Tuesday September 16	Wednesday September 17	Thursday September 18	Friday September 19
Keynotes		Craig Conway 9:30 AM – 11:00 AM	Ram Gupta 9:45 AM – 10:45 AM	John Chambers 8:30 AM – 9:30 AM	Guest Speaker 10:30 AM – Noon	
Super Sessions		8:00 AM – 9:00 AM 1:15 PM – 2:15 PM 2:30 PM – 3:30 PM 3:45 PM – 4:45 PM	11:00 AM – Noon 2:15 PM – 3:15 PM 3:30 PM – 4:30 PM	10:00 AM – 11:00 AM 2:15 PM – 3:15 PM		
Breakout Sessions/ Roundtable Discussions		8:00 AM – 9:00 AM 1:15 PM – 2:15 PM 2:30 PM – 3:30 PM 3:45 PM – 4:45 PM	8:15 AM – 9:15 AM 11:00 AM – Noon 2:15 PM – 3:15 PM 3:30 PM – 4:30 PM 4:45 PM – 5:45 PM	10:00 AM – 11:00 AM 11:15 AM – 12:15 PM 2:15 PM – 3:15 PM 3:30 PM – 4:30 PM 4:45 PM – 5:45 PM	9:00 AM – 10:00 AM	
User Group Meetings	9:00 AM – 6:00 PM	5:00 PM – 7:00 PM	7:00 AM – 8:00 AM			
Solutions Expo (including Meet the Experts and Customer Pavilion)	2:00 PM – 6:00 PM	Grand Opening 11:00 AM – 5:30 PM	11:00 AM – 7:30 PM	9:30 AM – 2:30 PM		
Expo Exclusive Hours	2:00 PM – 6:00 PM	11:00 AM – 1:00 PM	Noon – 2:00 PM	9:30 AM – 2:30 PM		
Evening Events						
Welcome Reception	6:00 PM – 8:30 PM					
Business Partner Parties		7:00 PM Start				
Solutions Expo Open House			5:45 PM – 7:30 PM			
ConnectFest 2003				7:00 PM – 12:30 AM		
Power Sessions*	9:00 AM – 5:00 PM				12:30 PM – 5:00 PM	9:00 AM – 5:00 PM

Subject to change. Check online for the most recent version.

**\*Power Sessions are premium courses that require an extra fee.**





Industry Leaders Share Their Vision

Benefit from the insight of leading visionaries in daily Keynotes as they share their thoughts as well as their experiences. The PeopleSoft Connect daily Keynotes not only provide useful insights but also deliver a unique perspective on the direction in which our industry is headed. Don't miss these compelling and relevant state-of-the-union addresses.



Craig A. Conway

President and CEO – PeopleSoft, Inc.

Monday, September 15 at 9:30 AM – 11:00 AM

Craig A. Conway is president and chief executive officer of PeopleSoft, the world's leading provider of business enterprise software.

Conway was named as one of *BusinessWeek's* top 25 managers of 2001 and one of the 10 most influential people in the high-technology industry, according to *Computer Business Review* – a European publication. Under Conway's leadership, PeopleSoft was named one of the five over-achieving companies in 2001 by *Forbes.com*. In 2002, *FORTUNE* magazine ranked PeopleSoft the second most admired software company in America.

Joining PeopleSoft in May 1999, Conway orchestrated one of the most dramatic turnarounds in the technology industry. His boldest strategic directive was the development of PeopleSoft's Pure Internet Architecture,™ the foundation of the industry's only suite of pure internet enterprise applications. Conway overhauled PeopleSoft's internal processes, significantly reducing costs and streamlining operations.

"I thought the topics of the keynotes were extremely relevant to the business environment and economy today."

Nancy Lubin  
Vice President and CFO,  
Acuent Inc.



Ram Gupta

Executive Vice President, Products and Technology – PeopleSoft, Inc.

Tuesday, September 16 at 9:45 AM – 10:45 AM

Ram Gupta is responsible for PeopleSoft's new generation of internet applications and the technology infrastructure. His responsibilities include product strategy, product marketing, product development, and product support worldwide. He leads PeopleSoft's CRM, SCM, Financials, AppConnect, and Human Capital Management product divisions and manages a worldwide team of more than 2,500 people.



John Chambers

President and CEO – Cisco Systems, Inc.

Wednesday, September 17 at 8:30 AM – 9:30 AM

John Chambers is president and chief executive officer of Cisco Systems, the world-wide leader of networking for the internet. Since January 1995, when he assumed this position, Chambers has grown the company from \$1.2 billion in annual revenues to its current run rate of approximately \$18.9 billion. In the last year alone, Cisco saved more than \$1.9 billion due to productivity increases from internet business solutions, and it gained more market share than all of its competitors combined.

Guest Speaker

Thursday, September 18 at 10:30 AM – Noon

Last year's PeopleSoft Connect attendees got a glimpse into President Clinton's world perspective. Wait until you see what we have in store for you this year. Please check the PeopleSoft Connect website for further details on our Guest Speaker for the closing Keynote.

"Craig Conway and Ram Gupta were superb. I left the conference with a greater appreciation for the software business and how it will help our company achieve its goals."

Margo Carsten  
Director of HRIS,  
Anteon Corporation



Make the Right Connection

The Solutions Expo (formerly known as the Product and Partners Fair) is where PeopleSoft partners showcase the innovative product offerings they’ve created using PeopleSoft technology. Meet thousands of professionals representing hundreds of companies from a variety of industries.

PeopleSoft Products Booth

Get up close to the latest PeopleSoft products and industry solutions. Experience live demonstrations that mirror realistic business challenges and show you how PeopleSoft technology can provide the solutions.

PeopleSoft Services Booth

Meet the people behind PeopleSoft Consulting and Education and learn how to make the most of your PeopleSoft technology investment. You can also learn about the variety of Support Services available to you.

NEW! Customer Pavilion

Now you can hear firsthand from key customers who’ve used PeopleSoft technology to take their business to the next competitive level. Through informal presentations and one-on-one discussions, you’ll interact with the people who’ve “been there and done that.” Learn from their challenges and successes and see the latest product offerings from a variety of industries.

NEW! Wireless Network and Internet Access

Stop by the Solutions Expo to stay in touch with your business back home via our wireless internet connectivity. You can also access email, contact other PeopleSoft Connect attendees through our messaging kiosks, and review the latest PeopleSoft Connect program updates.

PeopleStore

Get first dibs on our new line of merchandise that’s arriving just in time for PeopleSoft Connect 2003! This is the ultimate spot to get the latest official PeopleSoft gear, like t-shirts, caps, bags, and other cool accessories. The PeopleStore is located in the Solutions Expo, so you can shop anytime during the Solutions Expo hours.

Solutions Expo Open House

Tuesday, September 16 at 5:45 PM – 7:30 PM  
Join us after your sessions end to mix and mingle with your peers, PeopleSoft partners, and PeopleSoft experts during extended Solutions Expo evening hours. You’ll enjoy useful demos, presentations, and special activities created specifically for the Open House. No other sessions or activities will be scheduled during this time.

PeopleSoft Wishes to Thank Our Sponsors

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Solutions Expo Hours

Sunday, September 14 . . . . . 2:00 PM – 6:00 PM  
Monday, September 15 . . . . . 11:00 AM – 5:30 PM  
Tuesday, September 16 . . . . . 11:00 AM – 7:30 PM  
Open House . . . . . 5:45 PM – 7:30 PM  
Wednesday, September 17 . . . . . 9:30 AM – 2:30 PM

Browse Uninterrupted!

This year we’ve dedicated two hours a day for Solutions Expo browsing. There will be no sessions scheduled during this time, so you won’t have to worry about missing a single moment!

Expo Exclusive Hours:

Sunday, September 14 . . . . . 2:00 PM – 6:00 PM  
Monday, September 15 . . . . . 11:00 AM – 1:00 PM  
Tuesday, September 16 . . . . . Noon – 2:00 PM  
Open House . . . . . 5:45 PM – 7:30 PM  
Wednesday, September 17 . . . . . 9:30 AM – 10:00 AM  
and . . . . . 12:15 PM – 2:00 PM





Exhibitors

Over 120 dynamic companies are exhibiting at PeopleSoft Connect this year. Don't miss your chance to network and learn how their unique solutions can propel your business forward. Past exhibitors include:

Accenture	Dell Computer Corporation	Kronos Incorporated	RWD Technologies
Actuate Corporation	Deloitte Consulting	LTtax, Inc. — Lemberger & Taubman, Inc.	Segue Software, Inc.
Acuent Inc.	Development Dimensions International, Inc.	MarketSoft Corporation	Sierra Systems Group Inc.
ADP, Inc.	DTI	MasterTax	Smartforce
Advanced Visual Systems Inc.	eBenX, a SHPS Company	MAXIMUS, Inc.	Soft Link Solutions, Inc.
AG Consulting	eJiva Inc.	Mercury Interactive Corporation	Staffing Outsourcing Solutions, LLC
Agile Software Corp.	Emerging Solutions	Merkur Group, Inc.	Sterling Commerce
Answerthink, Inc.	Empower Solutions	Microsoft Corporation	Sun Microsystems, Inc.
Apex IT, Inc.	EpicEdge, Inc.	Motive Communications, Inc.	Surebridge, Inc.
Apropros Technology, Inc.	Epos Corporation	MRO Software, Inc.	Sybase, Inc.
Authoria, Inc.	ePredix, Inc.	NEON Systems, Inc.	TALX Corporation
Avaya Inc.	eRoom Technology, Inc.	Netegrity, Inc.	Taxware, a Division of govONE Solutions
Ballantyne, Inc.	Evan-Moor Educational Publishers	Northrop Grumman Information Technology	Technology Solutions Company
Beacon Application Services Corporation	eVerge Group	Novell, Inc.	The Revere Group
Bluebird Systems	Factiva, A Dow Jones & Reuters Company	Oblix, Inc.	Thinq Systems Corporation
BMC Software, Inc.	Firstlogic, Inc.	PeopleSoft Customer Support	TIDAL Software, Inc.
Brio Software, Inc.	Freeman Transportation	PeopleSoft Global Services	TouchNet Information Systems, Inc.
Camstar Systems, Inc.	Genesys	PeopleSoft Products	Unisys Corporation
Cap Gemini Ernst & Young	GeoAccess, Inc.	Perceptive Vision, Inc.	USi
CDG & Associates	GNC Consulting, Inc.	Personnel Decisions International Corporation	VERITAS Software Corporation
Cedar	Hewlett-Packard Company	Platinum Consulting Group	Vertex Inc.
Ceridian Corporation	Hexaware Technologies	Precise Software Solutions, Inc.	Vigilance, Inc.
CGI	Highjump Software, Inc.	Primus Knowledge Solutions, Inc.	Vitria Technology, Inc.
CIBER, Inc.	HireRight, Inc.	ProBusiness Services, Inc.	Working Concepts, a Towers Perrin Division
Cisco Systems, Inc.	HRSOft LLC	PWC Consulting	Xign Corporation
Citrix Systems, Inc.	Hyperion	QAS	
Cognos Incorporated	I Levy & Associates Inc.	Quest Software, Inc.	
Corio, Inc.	IBM Corporation	Qwest Cyber Solutions	
Courion Corporation	Informatica Corporation	Rapidigm, Inc.	
Crestone International, Inc.	Information Builders, Inc.	RedPrairie Corporation	
Crystal Decisions	Intuit Inc.	RSA Security Inc.	
CSC	KPMG Consulting, Inc.		
CustomerSat, Inc.			
Cypress Corporation			



Meet the Experts

Learn firsthand from the people who know PeopleSoft best! Meet the Experts gives you an excellent opportunity to talk one-on-one with developers, strategists, support analysts, trainers, and consultants in our special Meet the Experts theater.



“Meet the Experts was wonderful — worth the cost of the conference alone.”

Robyn Repsher  
Senior Programmer  
and Systems Analyst,  
Lane County Oregon

NEW! Coordinated Meet the Experts and Breakout Session Schedules

With a more definitive schedule that maps to the Breakout Sessions agenda, you'll have an easier time tracking down experts to ask them questions. This year, we've added plenty of hours that won't conflict with your sessions. Be sure to schedule some time to Meet the Experts and get your questions answered by the authorities behind your session topics.

NEW! Expanded Meet the Experts Program

This year, in addition to fielding your questions face-to-face, our experts will also lead informal, 15-minute sessions in the Meet the Experts theater, located in the Solutions Expo. You'll get an even more comprehensive look into common business challenges. Please visit us online for a full schedule of topics.

Meet the Experts

Sunday, September 14	2:00 PM – 6:00 PM
Monday, September 15	11:00 AM – 7:00 PM
Tuesday, September 16	11:00 AM – 7:30 PM
Open House	5:45 PM – 7:30 PM
Wednesday, September 17	9:30 AM – 2:30 PM

\*Meet the Experts hours (only) are subject to change.



Products and Technology

New this year, PeopleSoft Connect presented by some of the industry’s most dynamic leaders offer a strategic perspective on PeopleSoft's future product, service, and technology direction. In addition to providing informative product, industry, and global solution roadmaps, each Super Session will help you gain insight into how to resolve your specific business challenges with PeopleSoft solutions. You’ll walk away from each session with a clear idea of where we are currently, where we’re headed, and how PeopleSoft products can carry your business into the future.



**Translation Service**  
For your convenience, some of our programs will be translated into Mandarin, Japanese, Portuguese, and/or Spanish. To find out which sessions offer translations, please visit us online.



**Human Capital Management**  
**PeopleSoft Human Capital Management: Formula for Success**  
Monday, September 15 at 2:30 PM



Presented by  
**Doug Merritt**  
Vice President and General Manager,  
Human Capital Management

Join this session to learn how the role of human resources is being transformed to optimize human assets by streamlining your core HR business processes, deploying those processes out to all shareholders, and aligning your workforce with your organization’s strategic goals and objectives. Hear from PeopleSoft’s HCM management team as they discuss the importance of end-to-end business process management to attract the right workforce, develop that workforce to meet the organization’s strategic goals, optimize the workforce to ensure the right person is in the right job at the right time, and reward the workforce in an equitable and behavior-enhancing way.

**Supply Chain Management**  
**From the Top: PeopleSoft Manufacturing and Supply Chain Vision**  
Monday, September 15 at 2:30 PM



Presented by  
**Patrick Quirk**  
Senior Vice President and General  
Manager, Supply Chain Management

To maximize profitability, decision makers must have complete visibility and control over their extended supply chain. For IT teams that translates to integrated systems and processes – from strategic planning and optimized production to accurate order management and inventory across multiple channels. Attend this session to hear a discussion of the challenges and opportunities of integrated manufacturing and supply chain systems and to learn how you can achieve a synchronized supply chain.

**Customer Relationship Management**  
**PeopleSoft Customer Relationship Management Solution: Roadmap and Overview**  
Monday, September 15 at 3:45 PM



Presented by  
**Joe Davis**  
Vice President and General Manager,  
Customer Relationship Management

In today’s economic environment, companies need to get the most from each customer interaction while lowering operating costs. PeopleSoft CRM helps organizations deploy real-time customer-facing solutions that are fast to implement, are easy to use, and enable smarter business processes across the entire enterprise. Learn how PeopleSoft CRM can help you maximize the return on your biggest investment: your customers.

**Financial Management Services**  
**PeopleSoft Financial Management Blueprint and Solutions Roadmap**  
Monday, September 15 at 3:45 PM



Presented by  
**Renee Lorton**  
Senior Vice President and General Manager,  
Financial Management Solutions

A new era of corporate accountability is driving the need to extend financial transparency and accountability throughout the organization. PeopleSoft’s Financial Management blueprint is a powerful business architecture that combines best practice business processes and robust transaction systems with comprehensive analytics solutions – all accessed through a roles-based portal. Attend this session to hear PeopleSoft’s vision for Financials, Enterprise Service Automation (ESA), and Analytics to learn how they can help you build your organization based on best practices.

**Technology**  
**Increasing Performance with PeopleTools and Technology**  
Tuesday, September 16 at 2:15 PM



Presented by  
**Peter Gassner**  
Vice President and General Manager,  
PeopleTools and Technology

As organizations move to real-time operations, they require technology solutions that support the unique demands of real-time business. Today’s competitive environment requires a more open and flexible infrastructure that intuitively understands how businesses operate every day. Attend this session for an overview of the PeopleSoft technology you can leverage to meet the challenges of The Real-Time Enterprise™. Hear about the new features and functionality included in PeopleSoft Pure Internet Architecture and PeopleTools. Whether you’re an IT executive, manager, or project team member, this session will present a valuable perspective on the technologies and strategies you can deploy to improve your organization’s effectiveness.

**Enterprise Solutions**  
**The PeopleSoft Enterprise Technology View**  
Tuesday, September 16 at 3:30 PM



Presented by  
**Chuck Teller**  
Vice President and General Manager,  
Enterprise Solutions Group

Does your business rely on too many systems? Are they complex environments that require painstaking maintenance and an army of resources? Join this session to understand how you can partner with PeopleSoft to reduce complexity and accelerate your company path to becoming a real-time enterprise. Learn how to leverage the PeopleSoft AppConnect platform and packaged business process management solutions to orchestrate your business processes and enable your users to make the best decision each step into a business process, faster and at a lower cost.





Global Services and Support



Industry

Global Services

Reducing Time to Value with PeopleSoft Applications and Global Services

Tuesday, September 16 at 11:00 AM



Presented by  
**Michael Gregoire**  
Executive Vice President,  
PeopleSoft Global Services

Organizations today are looking to quickly leverage the power of the internet to streamline business processes and maximize the business benefits from their PeopleSoft investment. Attend this session to learn how you can maximize PeopleSoft Consulting and Education Services to ensure your teams are working quickly and efficiently, whether you're implementing new software, upgrading, or adding new functionality. Hear examples of other customers who have achieved higher levels of performance by integrating education and consulting into their project life cycles.

Support Services

Retaining the Value of Your PeopleSoft Investment with Support Services

Wednesday, September 17 at 10:00 AM

Presented by  
**Andy Allbritten**  
Vice President of Support Services Operations  
and  
**David Hare**  
Vice President of Product Services

Proper implementation and maintenance of your PeopleSoft system is vital to avoid costly inefficiencies and downtime. PeopleSoft Support Services and the Global Support Center are key tools you can leverage to ensure your PeopleSoft systems are always available and running at peak performance. Attend this session to hear the vision and strategic direction of these two important PeopleSoft organizations. Learn about technical and process enhancements for 2003 and where PeopleSoft is headed in the future with support services.

Communications

PeopleSoft Solutions for the Communications Industry

Monday, September 15 at 1:15 PM

Presented by  
Global Industry Executive,  
Communications Industry

Communications is an extraordinary industry filled with extreme complexities. And now spending reductions, competitive pricing pressures, and convergence have added a new level of complexity to your enterprise. Learn how PeopleSoft for Communications can turn this new reality into a positive one by enabling communications companies to combine customer and business process with standard operations support systems and increase customer profitability while gaining control over OpEx and CapEx spending.

Consumer Products and Life Sciences

PeopleSoft Solutions for the Consumer Products and Life Sciences Industries

Monday, September 15 at 1:15 PM



Presented by  
**Carol Ptak**  
Global Industry Executive,  
Manufacturing Industries

Come hear a strategic overview of PeopleSoft's solutions for consumer products manufacturers and life sciences companies (pharmaceutical, medical devices, over-the-counter, biotech). PeopleSoft understands the global business challenges affecting these industries and has built leading-edge solutions to help you address those needs. These include promotions management, advanced analytics, adaptive demand planning, industrial-strength order management, integrated customer relationship management, efficient manufacturing, real-time supplier relationship management, and human capital and financial management solutions. Plus, hear informative examples of companies that have successfully used these solutions to meet their industry challenges while controlling IT costs.

Education and Government

PeopleSoft for Education and Government Industry Solutions

Monday, September 15 at 1:15 PM



Presented by  
**Kevin Horigan**  
Vice President and General Manager,  
Education and Government

Attend this session for a strategic overview of PeopleSoft and the education and government industries. Hear our plans for meeting business challenges head-on with innovative solutions that will help both educational institutions and public sector organizations stay the course through stringent economic conditions and legislative pressures. Hear our vision for education and government from both the management and customer perspective. We'll also address some of the pressing issues facing the public sector — this will be your chance to get a preview of the new public sector solutions we're planning to announce at the conference. Finally, you'll gain insight into PeopleSoft performance management and business process management and how they can provide specialized solutions for the education and government markets.

Financial Services Industry

PeopleSoft for Financial Services Industry Solutions

Monday, September 15 at 1:15 PM

Presented by  
**Jim Gahagan**  
Global Industry Executive,  
Financial Services Industry

Join PeopleSoft Financial Services experts for a strategic overview of the business imperatives that affect your financial services organization today and the solutions that PeopleSoft provides to solve them. Topics will include Basel II solution, "Transforming Risk into Opportunity"; solutions to help streamline operations; and solutions to improve customer loyalty. Gain valuable insight into the PeopleSoft solutions you can leverage to transcend legislative, regulatory, and economic challenges to maintain a competitive edge in the financial services industry.



Industry



Global Solutions

Healthcare

PeopleSoft for Healthcare: State of the Union

Monday, September 15 at 1:15 PM

Presented by  
Global Industry Executive,  
Healthcare Industry

In today’s challenging environment, operating in real time has never been more important. Come hear PeopleSoft’s Healthcare experts discuss our vision for the real-time healthcare enterprise. Learn how PeopleSoft’s solutions for the real-time healthcare enterprise can enable the business processes of the agile healthcare organization. By moving processes online you streamline administrative operations and increase productivity. Manage total spend and drive cost from your organization. Ensure every resource contributes to the mission and health of the organization and become the healthcare provider and employer of choice in your community. Gain real-time insight into the state of the organization and anticipate change while adapting to uncertainty with performance management solutions designed by our healthcare customers. If you are a healthcare provider, this session should be on the top of your agenda for PeopleSoft Connect.

High-Tech and Industrial Products

PeopleSoft Solutions for High-Tech and Industrial Products

Tuesday, September 16 at 3:30 PM

Presented by  
Global Industry Executive,  
High-Tech and Industrial Industry

Attend this session for a strategic overview of PeopleSoft’s solutions for high-tech and industrial products manufacturers. PeopleSoft has developed leading-edge solutions to help you address the global business challenges of your industry. These include end-to-end product life cycle management, lean manufacturing, real-time supplier relationship management, advanced analytics, adaptive demand planning, integrated customer relationship management, and human capital and financial management solutions. Experience “real world” examples of companies that have used these solutions to successfully meet the challenges of the industry while controlling IT costs.

Services

Managing Human Capital in a Dynamic World Economy

Monday, September 15 at 1:15 PM



Presented by  
**Bill Hewitt**  
Vice President,  
Global Industry Solutions Group

Join us for a strategic view of managing human capital – from recruiting to onboarding, from expenses to time and labor, from projects to process. PeopleSoft solutions for services industries enable companies to get the most out of their people without imposing bureaucracy by eliminating intermediaries, connecting people to business processes online, and providing access to enterprise-wide data. We’ll show you how PeopleSoft is making managing human capital more effective as well as share real-life examples of companies using our solutions to reduce cost, grow revenue, and manage the bottom line.



Latin America

PeopleSoft Global Solutions for the Latin America Region

Monday, September 15 at 8:00 AM



Presented by  
**Enrique Perezera**  
Senior Vice President of Latin America

Join this session for a special update on how PeopleSoft Global Solutions are helping our customers in the Latin America region achieve their business objectives and gain market share while reducing expenses and total cost of ownership. You’ll also discover how you can leverage your own existing PeopleSoft investment to implement real-time business processes that will enable you to meet the challenges of this difficult global economic environment. Plus, we’ll give you insight into the investments we’re making in new products and services designed to meet the specific needs and IT challenges of the Latin America region.

Global Sponsor Super Session

HP and the Adaptive Enterprise

Wednesday, September 17 at 2:15 PM



Come hear Hewlett-Packard discuss strategies for reducing the cost and complexity of business infrastructure while increasing customer value from IT investments through creating an Adaptive Enterprise. HP is strongly positioned to deliver an industry-leading return on IT, by offering systems that are modular and more standards-based, while still emphasizing customer flexibility and choice. This next-generation approach to infrastructure management and utilization has enabled HP customers to manage and use all of their IT assets – systems, applications, and information – more effectively. Plus, hear how HP is leveraging relationships with strategic partners such as PeopleSoft to transform and integrate critical, end-to-end business processes to drive increased ROI for their customers.

Asia Pacific

PeopleSoft Global Solutions for the Japan and Asia Pacific Region

Monday, September 15 at 8:00 AM



Presented by  
**Murray Creighton**  
Senior Vice President of Asia Pacific

Learn how The Real-Time Enterprise is a reality for many Japan and Asia Pacific organizations. Listen as we share PeopleSoft’s plans for the future in this region as well as show you how PeopleSoft’s solutions will help your business drive competitive advantage, increase productivity, and dramatically reduce costs. You’ll also gain insight into the investments we’re making to deliver products and services tailored to meet the unique business and IT challenges of organizations in the Japan and Asia Pacific region.



**Translation Service**  
The headset icon denotes that this program will be translated into Mandarin, Japanese, Portuguese, and/or Spanish. For a complete listing of sessions that offer translations, please visit us online.







Maximize Your Investment with Real-Time Training

PeopleSoft Education Power Sessions provide you with hands-on, real-time training on-site at PeopleSoft Connect. Taught by expert PeopleSoft instructors, Power Sessions are full-day training courses aimed at transferring in-depth knowledge on key customer topics.

LOCATION

Hilton Anaheim Hotel  
(located adjacent to the convention center)

DATES and TIMES

Sunday, September 14 from 9:00 AM to 5:00 PM  
Thursday, September 18 from 12:30 PM to 5:00 PM  
Friday, September 19 from 9:00 AM to 5:00 PM

Note: Transportation will not be provided

FEES

Power Sessions are premium, hands-on training seminars available at additional cost.

4-hour session	\$263
8-hour session	\$525
12-hour session	\$925

Training credits can be applied.



For detailed information on all the sessions listed throughout this booklet, please visit us online.

Session 2078: Customer Relationship Management – Product Overview

8-hour session – Sunday and Friday  
This seminar-style Power Session is appropriate for project team members and those responsible for defining CRM processes and procedures. The session will give an overview of critical customer relationship management applications.

Session 1965: Human Capital Management – ePerformance Product Overview

12-hour session – Thursday/Friday  
This seminar-style Power Session is appropriate for implementation team members and human resources (HR) administrators. Participants will learn how to effectively use PeopleSoft ePerformance to increase the value of organizational performance periods.

Session 1798: Human Capital Management – Enterprise Learning Management Product Overview

4-hour session – Sunday, Thursday, and Friday  
This seminar-style Power Session is appropriate for technical team leaders, implementation team members, managers, and those responsible for administering enterprise-wide learning. The session will cover activities and functions needed to set up, administer, and effectively use PeopleSoft Enterprise Learning Management 8.8.

Session 1992: Human Capital Management – Sales Incentive Management Product Overview

4-hour session – Sunday, Thursday, and Friday  
This seminar-style Power Session is geared toward functional implementation team members, compensation administration managers, and power users. The seminar format will detail functional setup, implementation, and effective use of the Sales Incentive Management solution.

Session 2077: Application Engine Tuning and Performance

8-hour session – Sunday and Friday  
This hands-on Power Session is appropriate for application engine developers and those responsible for writing and modifying application engine programs. In this session, participants will learn how to apply basic performance and tuning techniques to optimize application engine programs.

Session 1378: Tree Manager

4-hour session – Sunday and Thursday  
This seminar-style Power Session is designed for security administrators, upgrade specialists, programmers, analysts, and technical support specialists responsible for maintaining their PeopleSoft applications. This session will demonstrate effective use of trees to perform multiple activities.

Session 1811: Security 8 to 8.4 Delta

8-hour session – Sunday and Friday  
This seminar-style Power Session is appropriate for security implementation leads, security administrators who maintain PeopleSoft systems, and database administrators. This session will focus on the delivered security components that have changed between the PeopleSoft 8.12 and 8.4 releases.

Session 405: PeopleTools Overview

8-hour session – Sunday and Friday  
This hands-on Power Session will provide an overall picture of the PeopleTools technology and features, and it is appropriate for new PeopleSoft users, management sponsors, functional and technical project team members, team leaders, and anyone involved in a PeopleSoft implementation.

Session 1584: Mobile Technologies

12-hour session – Thursday/Friday  
This hands-on Power Session is appropriate for the implementer or administrator responsible for PeopleSoft mobile technologies. Upon completion of this session, participants will understand PeopleSoft mobile technology architecture and synchronization techniques.

Session 988: PeopleTools I 7.5 to 8.4 Delta

Session 989: PeopleTools II 7.5 to 8.4 Delta

8-hour session – Sunday, Thursday and Friday  
Session 946: Combined PeopleTools I/II 7.5 to 8.4 Delta  
12-hour session – Thursday/Friday

This hands-on Power Session is appropriate for technical students that have completed Tools I and Tools II courses in earlier releases. This session will bring participants up to speed on the latest PeopleTools release.

Session 1288: Query Windows-to-Web Delta

12-hour session – Thursday/Friday  
This seminar-style Power Session is appropriate for individuals familiar with the Windows-based Query tool who want to make the transition to web-based queries. Upon completion of this session, participants will be able to quickly and effectively execute web-based queries.

Session 1880: Enterprise Portal Delta

12-hour session – Thursday/Friday  
This hands-on Power Session is appropriate for Enterprise Portal administrators. This delta session highlights Enterprise Portal 8.8 enhancements and gives participants the tools they need to be successful in administering an environment that has upgraded to 8.8.

Session 626: Query for Financials

8-hour session – Sunday and Friday  
This hands-on Power Session is appropriate for all implementation team members and functional users. Upon completion of this session, participants will be able to create queries from a Financials database to meet immediate needs without submitting an IS request.

Session 252: Query for Human Capital Management

8-hour session – Sunday and Friday  
This hands-on Power Session is appropriate for all implementation team members and functional users. Upon completion of this session, participants will be able to create queries from a Human Resources database to meet immediate needs without submitting an IS request.

Session 2079: Supply Chain Management – Product Overview

8-hour session – Sunday and Friday  
This seminar-style Power Session is appropriate for project team members and other staff responsible for defining Supply Chain processes and procedures. The session will cover all aspects of the Supply Chain product and highlight in detail the Services Procurement application to meet immediate needs without submitting an IS request.





Tracks

Dig deeper into solutions for your specific line of business and industry in our informative Breakout Sessions. With over 450 sessions, there’s no doubt we’re covering all the topics you need to know. Whether you’re a CFO looking for ways to control costs and increase financial transparency or a technical analyst looking to upgrade your PeopleSoft applications to take advantage of the benefits of a pure internet architecture, this is where you’ll find your answers.

Agenda Roadmaps  
Helping You Find the Content You Need

If you’re short on time or simply need guidance in selecting sessions, then Agenda Roadmaps are for you. We offer preselected agendas of up to 15 Breakout Sessions, each focused on a common theme, strategy, or business issue. Sign up for any of the following Agenda Roadmaps when you register online:

- Operating Your Business in Real Time
- Technology to Enable The Real-Time Enterprise
- Business Analytics and The Real-Time Enterprise
- PeopleSoft Solutions for Mid-Size to Small Companies
- PeopleSoft Implementation and Planning Solutions
- PeopleSoft Upgrade Solutions
- Welcome to PeopleSoft – For Our New Customers
- PeopleSoft Integration Solutions
- PeopleSoft Security Solutions

Legislative and Regulatory Issues  
Helping You Achieve Compliance

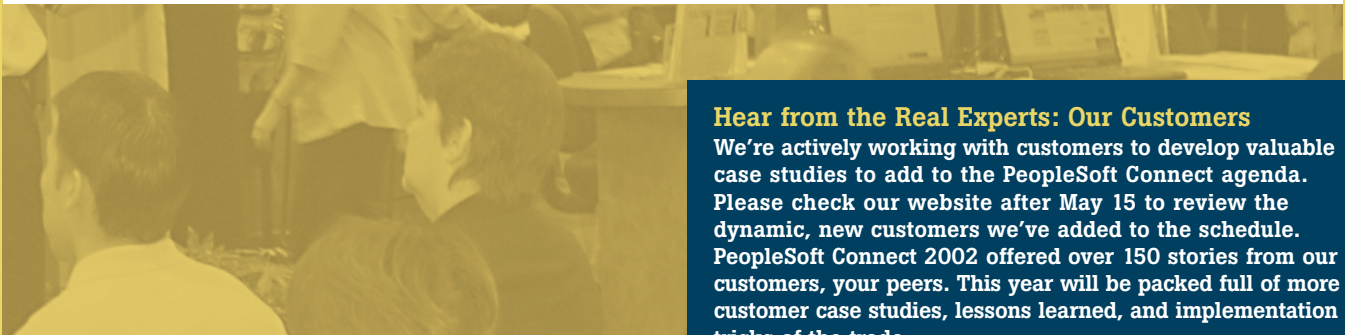
Recently, the government has issued a great deal of legislative and regulatory changes that your organization must respond to. PeopleSoft has developed several solutions that address these needs, including:

- **Strategies** for achieving Sarbanes-Oxley compliance.
- **Achieving** Basel II-compliant systems for financial institutions.
- **Building** a real-time infrastructure for homeland security:
  - PeopleSoft Guardian Solution.
  - PeopleSoft PASS (Patriot Act SEVIS Solution).

At PeopleSoft Connect, you’ll learn more about leveraging your existing PeopleSoft investment to achieve these and other unique, real-time solutions for government, financial institutions, and higher education.

We’ve organized our huge agenda into 10 industry-specific tracks that meet your unique knowledge needs.

■ <b>Enterprise Solutions</b> (includes AppConnect) .....	21
■ <b>PeopleSoft Human Capital Management</b> (includes Student Administration and Contributor Relations) .....	23
■ <b>PeopleSoft Financial Management Solutions</b> (includes Enterprise Service Automation) .....	25
■ <b>PeopleSoft Customer Relationship Management</b> .....	27
■ <b>PeopleSoft Supply Chain Management</b> (includes Supplier Relationship Management) .....	29
■ <b>Technology</b> (includes PeopleTools) .....	31
■ <b>Global Services and Support</b> .....	33
■ <b>Industry Solutions</b> .....	35
■ <b>Global Solutions: Latin America</b> .....	37
■ <b>Global Solutions: Japan and Asia Pacific</b> .....	39



**Hear from the Real Experts: Our Customers**  
We’re actively working with customers to develop valuable case studies to add to the PeopleSoft Connect agenda. Please check our website after May 15 to review the dynamic, new customers we’ve added to the schedule. PeopleSoft Connect 2002 offered over 150 stories from our customers, your peers. This year will be packed full of more customer case studies, lessons learned, and implementation tricks of the trade.

## Enterprise Solutions Track

Organizations around the world are moving business processes to the internet with PeopleSoft applications. The result is a real-time enterprise – and a competitive advantage so powerful that your entire business performance is transformed. The Enterprise Solutions track at PeopleSoft Connect is your source for critical real-time enterprise strategies.



### Who Should Attend

The Enterprise Solutions track is a series of high-level strategic sessions geared toward executives, business managers, and advanced functional and technical professionals.

### Session Highlights

- **Evolving your business** with internet technologies and online business processes.
- **Leveraging PeopleSoft technology** to integrate disparate systems, connect your business processes, and ultimately transform your organization into a real-time enterprise.
- **Deploying large-enterprise strategies** at small and mid-size companies.
- **Managing your business** with improved precision with embedded analytics.
- **Lowering your total cost** of ownership.
- **Investing strategically in IT** to increase the ROI from your existing systems.

### PeopleSoft AppConnect – Application Integration

Large enterprises use hundreds of applications, yet few are integrated. PeopleSoft Application Integration is changing the economics of integration with AppConnect, its pre-integrated suite of portal, integration, and data warehousing products that reduce the complexity of integrating multivendor applications.

- **Hear** how PeopleSoft Enterprise Portal, Integration Broker, and Enterprise Warehouse are helping industry leaders connect their people, processes, and data.
- **Increase** business effectiveness and lower costs by seamlessly tying together enterprise-wide business processes, information, and access.
- **Explore** how PeopleSoft and non-PeopleSoft applications can be smoothly integrated at all levels.

### SESSION PREVIEW

The following is merely a preview of the more than 450 sessions available at PeopleSoft Connect. **Visit us online for a complete listing of sessions in this track.**

#### Business Vision

The Enterprise View: Customer Perspective  
The Enterprise View from a Leading Analyst  
A Look at Today's Market and PeopleSoft Enterprise Performance Management

#### Product Strategy

PeopleSoft Enterprise Performance Management – Looking Forward  
PeopleSoft Business Process Management  
Leveraging Enterprise Business Process Modeling  
A Look Inside the PeopleSoft Enterprise Warehouse

#### Functional and Technical

Understanding PeopleSoft's Enterprise Portal  
An Overview of the PeopleSoft Global Architecture  
An Overview of the PeopleSoft Integration Architecture  
Best Practices for Implementing and Loading the Enterprise Warehouse  
Using PeopleSoft Packaged Analytics with the Enterprise Warehouse

#### Case Studies

The Enterprise Portal Delivers Real ROI for PeopleSoft Customers  
Becoming a Real-Time Enterprise with the PeopleSoft Enterprise Warehouse  
PeopleSoft Global Services: Teaming with Customers to Deliver the Enterprise Warehouse

### Looking for more? Attend a SUPER SESSION.

Enterprise Solutions Super Session with Chuck Teller, Vice President and General Manager, Enterprise Solutions Group  
Tuesday, September 16 at 3:30 PM

For further details and presenter information, see page 12.

### NOT TO BE MISSED! Keynote Speakers

Industry leaders share a strategic perspective on PeopleSoft and the industry as a whole:

- **Monday, September 15, 9:30 AM – 11:00 AM**  
Opening Keynote, Craig Conway, President and CEO, PeopleSoft, Inc.
- **Tuesday, September 16, 9:45 AM – 10:45 AM**  
Products and Technology Keynote, Ram Gupta, Executive Vice President of Products and Technology, PeopleSoft, Inc.
- **Wednesday, September 17, 8:30 AM – 9:30 AM**  
Guest Executive Keynote, John Chambers, President and CEO, Cisco Systems, Inc.
- **Thursday, September 18, 10:30 AM – Noon**  
Closing Keynote and Guest Speaker

For further details and presenter information, see page 4.



## Human Capital Management Track

As an HR professional in today’s economy, you have increasing pressure to align your workforce with strategic enterprise objectives – while still increasing operating efficiency. The sessions in our PeopleSoft Human Capital Management track will address the PeopleSoft solutions that sit within and beyond the enterprise to assist you in streamlining workforce management operations, deploying best practice business processes, and driving out costs to create a more valuable workforce.



### Session Highlights

- **Aligning your workforce** with your enterprise goals and objectives to drive business performance.
- **Deploying self-service capabilities** across your enterprise to speed transactions and improve productivity.
- **Automating administrative processes** to meet performance expectations with a smaller budget and fewer employees.
- **Leveraging the latest PeopleSoft offerings** for recruiting, learning management, compensation, workforce analytics, payroll, and HR administration.

Sessions in the HCM track will address the following product suites and modules:

- PeopleSoft HCM Product Suite (includes HRMS and Collaborative Applications)
- PeopleSoft Sales Incentive Management
- PeopleSoft Performance Management
- PeopleSoft Enterprise Learning Management
- PeopleSoft Student Administration and Contributor Relations

#### PeopleSoft Student Administration and Contributor Relations

The sessions in this HCM track address the growing demands on education institutions. You'll learn how to better manage your student services and business operations, from recruiting, admissions, and student finances to academic advisement, financial aid, and student records. You'll also discover how to:

- **Extend business processes** to students, faculty, and staff to improve efficiency, decrease overhead, and enhance the overall academic experience.
- **Remove institutional boundaries** and move processes to the internet to enhance services, reduce costs, and deliver measurable results.
- **Attract and retain quality students** by providing better student services.

### SESSIONS PREVIEW

The following is merely a preview of the more than 450 sessions available at PeopleSoft Connect. **Visit us online for a complete listing of sessions in this track.**

<b>Business Vision</b>
Driving HR Strategy with Benchmarking, Best Practices, and Change Management
Why Upgrade from PeopleSoft HRMS 7.x to PeopleSoft HRMS 8.8?
Learn How to Optimize, Track, and Monitor Your Global Workforce
Justify Your Investment: Save Time and Money with PeopleSoft Student Administration Collaborative Applications
<b>Product Strategy</b>
PeopleSoft Global Payroll 8.8 and Beyond
PeopleSoft Time and Labor 8.8 and Beyond
Optimizing Your Recruiting Process: A Look at the Future
The Future of Enterprise Learning Management
Human Capital Management in China
<b>Functional</b>
Planning for Success When Implementing PeopleSoft Global Payroll
Successful Off-Cycle Processing in PeopleSoft Global Payroll
Leveraging Your PeopleSoft HCM Implementation for Continued Success
PeopleSoft Pension-Contributory Plans
Managing Your Web Users Effectively
<b>Technical</b>
Tips and Tricks for Implementing Recruiting Solutions
A Technical Overview of Resume Processing
Learning the PeopleSoft Time and Labor Upgrade Path
Jump-Start Your Implementation of the PeopleSoft HRMS Warehouse
Lessons Learned Integrating the PeopleSoft Portal 8.4 and PeopleSoft Learning Solutions
<b>Case Studies</b>
Eight Months to a Successful Global HRMS Implementation, Including Self-Service
Wells Fargo Discusses the Benefits and Challenges of Self-Service in a Large-Volume Environment
Tips, Tricks, and Experiences in Implementing PeopleSoft Employee and Manager Self-Service
Keys to Expanding the Footprint of Your PeopleSoft HRMS System
Successfully Upgrading from a Local Payroll Solution to PeopleSoft Global Payroll

**Looking for more? Attend a SUPER SESSION.**  
HCM Super Session with Doug Merritt, Vice President and General Manager Human Capital Management  
Monday, September 15 at 2:30 PM  
  
For further details and presenter information, see page 11.

## Financial Management Solutions Track

A new era of corporate governance is driving the need to extend financial transparency and accountability deeper throughout the organization. PeopleSoft Financial Management Solutions (FMS) provides a powerful business architecture that combines best practice business processes and robust transaction systems with comprehensive analytics solutions – all accessed through a roles-based portal. In this track, you’ll learn how other organizations have leveraged PeopleSoft FMS to transform themselves into world-class financial performers.



### Session Highlights

- **Restoring investor confidence** and responding to increased demands for corporate accountability and financial transparency with improved efficiency.
- **Gaining insight to ensure compliance** with the financial requirements of corporate reform legislature, such as the Sarbanes-Oxley Act.
- **Empowering your employees** with access to information, analysis, and decision support tools necessary to drive performance and accountability throughout the organization.

Sessions in the PeopleSoft FMS track will cover the following product suites and modules:

- PeopleSoft Financial Management Solutions Product Suite
- PeopleSoft Financials Portal Pack (including the CFO Portal)
- PeopleSoft Financial Analytics
- PeopleSoft Customer Information System (public sector)
- PeopleSoft Enterprise Service Automation (ESA)
- PeopleSoft Resource Automation and Project Automation
- PeopleSoft Project Portfolio Management
- PeopleSoft ESA Analytics

### PeopleSoft Enterprise Service Automation

Learn how your organization can gain greater visibility and control over operating costs – the largest hidden cost facing business today.

You’ll also learn how you can:

- **Manage the operating costs** and expenses incurred from planning, staffing, and executing internal projects.
- **Monitor how much you’re spending** on contractors across your organization.
- **Leverage your existing investment** in PeopleSoft to gain visibility over your operating costs.

### SESSION PREVIEW

The following is merely a preview of the more than 450 sessions available at PeopleSoft Connect. **Visit us online for a complete listing of sessions in this track.**

<b>Business Vision</b>
Industry Analyst Discussion: Using Portfolio Management to Bring Insight to Project Management
Leverage Best Practices in PeopleSoft Time and Expense for Greater Cost Savings
The Meta Group Perspective: Resolve and Collect – Best Practices for Reducing DSO
The Gartner Group Perspective: Corporate Performance Management
<b>Product Strategy</b>
PeopleSoft ESA Overview and Look Forward
PeopleSoft Financials Overview and Look Forward
PeopleSoft EPM Overview and Look Forward
PeopleSoft’s New Global Consolidations Application: An Overview and Look Forward
Automate Your Payables Process with PeopleSoft eSettlements
<b>Functional</b>
Management Consolidation and Reporting: Above and Beyond
Statutory Reporting with PeopleSoft
Bank Reconciliation: A Total Solution with PeopleSoft
Achieving International Financial Reporting Standard (IFRS ) Compliance
Everything You Wanted to Know About Commitment Control but Were Afraid to Ask
Using PeopleSoft to Comply with Sarbanes-Oxley Section 404 Internal Control Requirements
<b>Technical</b>
A Detailed Look at PeopleSoft Payables Batch Voucher Processing
A Technical Overview of the Enterprise Scorecard
Using Business Analysis Modeler (BAM) Designer to Configure PeopleSoft Business Planning and Budgeting
Enhanced PeopleSoft 8.4 Functionality for Managing Year-End Closing Tasks
<b>Case Studies</b>
PeopleSoft ESA: A Win-Win-Win Experience at Robert Half
IDX Systems Case Study: Reengineering Finance at a Healthcare Software Firm Using Best Practices and PeopleSoft FMS 8
Best Practices for Upgrading PeopleSoft Financials from 7.52 to 8
One Year Later: Status Report on Santa Clara University’s PeopleSoft Financials 8.4 Implementation
Meeting the Sarbanes-Oxley Requirements: One Customer’s Story

**Looking for more? Attend a SUPER SESSION.**  
FMS Super Session with Renee Lorton, Senior Vice President and General Manager, Financial Management Solutions  
Monday, September 15 at 3:45 PM

For further details and presenter information, see page 12.



Customer Relationship Management Track

In today’s economic environment, companies need to get the most from each customer opportunity while driving down operating costs. PeopleSoft Customer Relationship Management (CRM) connects customers, suppliers, partners, and employees to business processes online, in real time, to improve enterprise performance and lower costs of doing business.

Breakout Sessions were the best part of the conference. It allowed time to speak with users who have implemented the modules.

Knocke Lam  
Project Manager,  
Quintiles TransNational

Session Highlights

- **Learning techniques** for deploying real-time customer-facing systems that are fast to implement, are easy to use, and enable smarter business processes across the entire enterprise.
- **Hearing best practices** PeopleSoft CRM customers have implemented to maximize the return on their biggest investment: customers.
- **Gathering tips** for integrating PeopleSoft CRM with your existing financial, supply chain, and human capital management systems.
- **Gaining insight** into PeopleSoft mobile technology that allows your remote workers to conduct business from the field via a simple web browser.

Sessions in the CRM track will address the solutions offered by the PeopleSoft CRM 8 product suite, including:

- PeopleSoft Marketing Solutions
- PeopleSoft Sales Solutions
- PeopleSoft Service Solutions
- PeopleSoft Accelerated CRM (for small to mid-size companies)
- PeopleSoft CRM Analytics
- PeopleSoft CRM Industry Solutions (Communications, Energy, Financial Services, Government, High Technology, Insurance)

SESSION PREVIEW

The following is merely a preview of the more than 450 sessions available at PeopleSoft Connect. Visit us online for a complete listing of sessions in this track.

Looking for more? Attend a SUPER SESSION. CRM Super Session with Joe Davis, Vice President and General Manager, Customer Relationship Management Monday, September 15 at 3:45 PM

For further details and presenter information, see page 12.

Business Vision
Increase Customer Satisfaction and Revenue and Ensure Order Accuracy with PeopleSoft Guided Selling Capabilities
Using PeopleSoft Sales to Integrate Multiple Sales Channels, Lower Total Cost of Ownership, and Increase Revenues
Roundtable: HelpDesk for Human Resources – The Best Is Getting Better!
Product Strategy
PeopleSoft CRM HelpDesk for Human Resources
PeopleSoft Quality Management: Enabling Internal and External Service and Support Organizations
PeopleSoft HelpDesk: An IT Service Management Solution
PeopleSoft CRM for Government: Solution Overview and Case Study
Functional
Learn to Use PeopleSoft’s Multichannel Contact Center Solution
Building Long-Term Profitable Customer Relationships Through Dialogue Marketing
Using PeopleSoft CRM in the Energy Industry to Gain Competitive Advantage
PeopleSoft CRM for Insurance: Solution Overview and Case Study
Roundtable: Help Us Improve PeopleSoft Sales Features and Functionality
PeopleSoft Analytics: Leveraging Real-Time CRM Insight, Customer Profitability, and Potential Customers to Drive Profitable Customer Relationships
Technical
PeopleSoft CRM and PeopleSoft HCM Integration Points
Integrating PeopleSoft CRM with PeopleSoft FMS
Upgrading to PeopleSoft CRM 8.8 in 10 Easy Steps
Troubleshooting PeopleSoft CRM Applications
Case Studies
Real-Time PeopleSoft CRM and Collaborative Enterprise: Ensuring Business Success at Rockefeller Group Telecommunications
DataDirect’s CRM Upgrade: A Customer Success Story
PeopleSoft CRM 8.4 HelpDesk, Support, and FieldService Implementation Experience at UPS
HP’s Migration from Vantive to PeopleSoft CRM
Success with a Rapid, Out-of-the-Box Implementation at Wells Fargo

## Supply Chain Management Track

To maximize profitability, decision makers must have complete visibility and control over their extended supply chain. PeopleSoft Supply Chain Management (SCM) solutions are designed and built for the synchronized supply chain – enabling your enterprise to respond in real time to changes in demand and supply. With a synchronized supply chain, you can see disruptions and opportunities as they arise, quickly align all organizations to act as a unit, and ensure that individuals – both inside and outside your company – have the tools and information they need to take immediate and effective action.

### Session Highlights

- **Learning how to integrate** your supply chain processes – from strategic planning to optimized production to accurate order management and inventory – across multiple channels.
- **Hearing how customers** are realizing real business returns using PeopleSoft Supply Chain Management solutions.

#### PeopleSoft Supplier Relationship Management

To stay competitive, you must increase efficiency across all supplier interactions. When you attend the PeopleSoft Supplier Relationship Management (SRM) sessions within the SCM track, you'll hear how other customers are using these relationships to form a key part of their value chain, reduce costs, and ultimately satisfy customers.

You'll also learn how you can:

- **Leverage pure internet architecture** and portals to enable constant, real-time exchange of information.
- **Support the complete source to settle process** for goods and services.
- **Get a detailed view of supplier capabilities** and performance.
- **Extend your existing investment** in PeopleSoft SCM to achieve this solution.

Sessions in the SCM track will address the solutions offered by the SCM product suites and modules, including:

- PeopleSoft Supply Chain Planning
- PeopleSoft Manufacturing
- PeopleSoft Supplier Relationship Management
- PeopleSoft Customer Fulfillment Management
- PeopleSoft Supply Chain Analytics
- Supply Chain Management Industry Solutions

### SESSION PREVIEW

The following is merely a preview of the more than 450 sessions available at PeopleSoft Connect. **Visit us online for a complete listing of sessions in this track.**

**Looking for more? Attend a SUPER SESSION.**

SCM Super Session with Patrick Quirk, Senior Vice President and General Manager, Supply Chain Management  
**Monday, September 15 at 2:30 PM**

For further details and presenter information, see page 11.

#### Business Vision

Embracing the Source to Settle Process to Drive Greater Value from PeopleSoft Purchasing

For True Enterprise Integration Turn to Sales and Operations Planning

Roundtable: Beyond 8.8 – Outsourced Manufacturing

Making the Right Connections: Supplier Enablement Approaches

Roundtable: SRM Dashboard

#### Product Strategy

PeopleSoft Purchasing: Looking Forward

Best Practices in Supplier Relationship Management

Supplier Relationship Management Analytics: Supplier Performance and Spend Analysis

PeopleSoft Supply Chain Planning 8.8 Overview: Exclusive First Look at the Newly Released Suite

Supply Chain Analytics: The Whole Enchilada!

#### Functional

PeopleSoft Services Procurement at Duke Energy:Driving Value Post-Implementation

PeopleSoft Strategic Sourcing at the State of Oklahoma

Roundtable: Managing Supplier Contracts and Blanket Agreements in PeopleSoft Purchasing

Using HighJump Software Supply Chain Execution Application with PeopleSoft SCM 8

Manufacturing Business Processes: Design to Deploy and Plan to Produce

#### Technical

A Transformation Solution Using Sterling Commerce's Adaptor

PeopleSoft Supply Chain Planning 8.8: An Overview and Exclusive First Look at the Newly Released Suite

Elkay Manufacturing: Best Practices for Upgrading to PeopleSoft 8.4

Business Process: Getting the Most from Order to Cash

#### Case Studies

Streamlining Contract Administration at Hampton Roads Transit with PeopleSoft Procurement 8.4

PeopleSoft eProcurement at Detroit Public Schools: Best Practices for Direct Connect Vendors

Implementing and Integrating PeopleSoft eProcurement to Extend the Value of the Supply Chain at Waste Management

Benefits of PeopleSoft Supplier Relationship Management at a Healthcare Organization

Leveraging Your Investment in Peoplesoft SCM by Adding Rich Wireless Support: A Case Study at Childrens Hospital Los Angeles



## Technology Track

PeopleSoft Pure Internet Architecture, introduced with PeopleTools 8, is completely focused on the internet to support real-time business processes. It provides powerful new functionality for secure, scalable, internet-based access and integration. This next-generation architecture leverages a number of internet technologies and concepts to deliver simple, ubiquitous, real-time PeopleSoft access to customers, suppliers, and employees.

### Session Highlights

- **Developing, deploying, maintaining, and upgrading** your PeopleSoft and non-PeopleSoft applications with the PeopleTools application development environment.
- **Building and running custom-built applications** by using the PeopleTools development platform.
- **Learning how PeopleSoft and non-PeopleSoft** applications can be smoothly integrated at all levels.

Breakout sessions in this track will feature topics covering the full range of PeopleTools modules, including:

- PeopleTools
- PeopleTools Enterprise
- PeopleSoft Pure Internet Architecture



### SESSION PREVIEW

The following is merely a preview of the more than 450 sessions available at PeopleSoft Connect. **Visit us online for a complete listing of sessions in this track.**

#### Business Vision

- PeopleTools Vision and Strategy: Looking Forward
- Selling Your Management on Your PeopleSoft 8 Upgrade
- Securing The Real-Time Enterprise
- Achieving a Legacy Integration with PeopleSoft
- Enabling Real-Time Collaboration Within the Enterprise with PeopleSoft Applications

#### Product Strategy

- PeopleTools 8.43 Integration Overview
- PeopleTools 8.4 Application Engine Overview
- PeopleSoft Database Platform and Support Strategy
- Workflow Technologies in PeopleTools
- Translations at PeopleSoft

#### Technical

- A Look at Integration Design Patterns
- PeopleSoft Workflow: Not Just for Approvals Anymore
- Running Multi-Language PeopleSoft Systems: Unicode, Locales, and More
- PeopleTools Mobile: Keys to Successfully Deploying Mobile Applications
- PeopleTools 8.4 Reporting Tools Overview
- PeopleTools 8.4 Process Scheduler and Report Distribution
- PeopleSoft Performance Monitor: Ensuring Performance for PeopleSoft Environments
- Debugging Tips and Techniques for PeopleSoft Application Engine and PeopleCode
- Integrating PeopleSoft into Security Infrastructures
- Inside WebLogic at PeopleSoft
- Inside WebSphere at PeopleSoft

#### Case Studies

- Synovus Financial Corp.: Integrating Workflow and Component Interface Technologies
- Implementing PeopleSoft 8 Security at Texas Instruments
- Implementing PeopleSoft Directory Interface at Pier 1
- Upgrading Workflow Requisition ChartField Approval at the University of Oklahoma Health Science Center

Looking for more? Attend a **SUPER SESSION**.  
**Technology Super Session** with Peter Gassner, Vice President and General Manager, PeopleTools and Technology  
Tuesday, September 16 at 2:15 PM

For further details and presenter information, see page 12.

Global Services and Support Track

Organizations today are looking to quickly leverage the power of the internet to streamline business processes and maximize the business benefits from their PeopleSoft investment. PeopleSoft Global Services and PeopleSoft Support Services can equip you and your teams with the required tools you need to retain and extend the return on your PeopleSoft investment. PeopleSoft Global Services offers the scalable service solutions that you need to ensure your PeopleSoft system can help you keep your competitive edge.

Session Highlights

- Leveraging PeopleSoft consulting and education services to quickly set your enterprise into action, whether you're implementing new software, upgrading, or adding additional functionality.
- Hearing from PeopleSoft customers on how they've achieved new levels of performance.
- Experiencing the options available to you through our tiered Platinum and Premium Customer Support Programs.
- Exploring eCenter hosting solutions to see if they're a fit for your next PeopleSoft investment.

Breakout Sessions in this track will cover the complete range of PeopleSoft service offerings, including:

- PeopleSoft Consulting
- PeopleSoft Education
- PeopleSoft Support Services
- PeopleSoft eCenter Hosting Services

The following topics are a preview of the Services Breakout Sessions available for the PeopleSoft IT, business, or technical professional at PeopleSoft Connect.

Visit [www.peoplesoft.com/goto/connect](http://www.peoplesoft.com/goto/connect) for a complete listing of sessions in this track.

Looking for more? Attend a SUPER SESSION. Global Services Super Session with Michael Gregoire, Executive Vice President, PeopleSoft Global Services, Tuesday, September 16 at 11:00 AM

For further details and presenter information, see page 12.

SESSION PREVIEW

The following is merely a preview of the more than 450 sessions available at PeopleSoft Connect. Visit us online for a complete listing of sessions in this track.

Looking for more? Attend a SUPER SESSION. Support Services Super Session with Andy Allbritten, Vice President of Support Services Operations, and Dave Hare Vice President of Product Services Wednesday, September 17 at 10:00 AM

For further details and presenter information, see page 12.

PeopleSoft Education

- Maximize the Value of Your PeopleSoft Software with Training
- Making Web-Based Training Work for Your PeopleSoft Rollout
- What It Takes for a Successful Catalog Management Project: The State of Connecticut
- Effectively Training Your End Users: Best Practices and PeopleSoft Solutions

PeopleSoft Global Services Implementing

- Implementing Global Payroll in 167 Countries
- PeopleSoft Enterprise Portal Performance Tips and Techniques
- A Case Study in Implementing PeopleSoft Business Planning and Budgeting

PeopleSoft Global Services Upgrading

- Managing Application Updates During an Upgrade
- Solution Center Upgrades: Prepare Yourself for 8.8 and Beyond
- How to Upgrade to PeopleSoft CRM 8.8 in 10 Easy Steps
- Risk Management: Planning for Your Upgrade Project

PeopleSoft Global Services Extending and Optimizing

- Maximizing Savings and Process Efficiency Using PeopleSoft Services Procurement
- A Roadmap to Better ROI/TCO with PeopleSoft 8 Technology
- PeopleSoft Global Services and Segue: Teaming Up for You
- Tuning Your PeopleSoft Internet Architecture

PeopleSoft Support Services and Global Support Center

- Premium and Platinum Customer Support Overview
- The Strategic Direction of PeopleSoft Support Services and the Global Support Center: 2003 Enhancements
- Successfully Partnering with the PeopleSoft Global Support Center
- Unleashing the Power of the PeopleSoft Global Support Center Self-Service Tools

PeopleSoft eCenter

- Customer Panel: Maximizing ROI with PeopleSoft eCenter
- Managing Your PeopleSoft Applications over the Next Five Years with PeopleSoft eCenter
- PeopleSoft Applications: Top 20 Cost Considerations When Evaluating ASPs



## Industry Solutions Track

The in-depth, industry-focused sessions in this track will enable you to meet industry peers from other organizations, cover top issues, and hear informative real-world case studies. This is the perfect opportunity to get up to speed on how leveraging PeopleSoft solutions can help you cut costs and implement best practices in your industry.

### Session Highlights

- **Exploring** industry solutions that span product lines, solutions, and specific business processes.
- **Tailoring PeopleSoft products** and suites to address requirements for your specific industry.
- **Discovering insights from customers** who have leveraged PeopleSoft industry solutions to achieve business objectives, legislative compliance, and the other unique industry challenges.
- **Hearing** a discussion of where PeopleSoft industry solutions are heading.

#### Super Sessions: PeopleSoft Industry Solutions

Monday, September 15 at 1:15 PM

To help you get even more out of your PeopleSoft Connect experience, we're offering seven major Super Sessions in the following industry pillars: Communications, Healthcare, Financial Services, Consumer Products and Life Sciences, High Tech and Industrial, Education and Government, and Services. Join us as PeopleSoft line-of-business executives give you insight into PeopleSoft's strategy for industry solutions in 2003 and beyond.

For further details and presenter information, see pages 14-15.

### SESSION PREVIEW

The following is merely a preview of the more than 450 sessions available at PeopleSoft Connect. Visit us online for a complete listing of sessions in this track.

#### Communications

- PeopleSoft Solutions for the Communications Industry
- Managing a Communications Enterprise in an Age of Uncertainty
- PeopleSoft CRM for Communications: Customer Profitability Management
- How Sprint Justified Its Upgrade to PeopleSoft 8.4
- Implementing PeopleSoft Global Payroll for 200,000 Users at NTT Group
- Verizon Wireless: Paving the Way with PeopleSoft eRecruits End-to-End Solution

### SESSION PREVIEW

#### Consumer Products and Life Sciences

- Customer Case Study: Ensuring Success with PeopleSoft Promotions Management
- Managing Customer Relationships for Consumer Products Manufacturers
- PeopleSoft Solutions for the Consumer Products Industry
- Regulatory Compliance in Life Sciences and Healthcare

#### Education and Government

- A Three-Month Upgrade from PeopleSoft Education and Government 7.01 to 8.4, with a Focus on Commitment Control
- From PeopleSoft Financials 7.5 Federal to PeopleSoft 8.4 at the Office of the Comptroller of the Currency
- Roundtable: Government Contracting Using PeopleSoft ESA
- Implementing PeopleSoft HRMS and Financials for Texas State Health and Human Services Agencies
- PeopleSoft SRM Enables Gwinnett Public Schools
- Roundtable: Analytics for Education and Government

#### Financial Services

- Citigroup-Mexico (Banamex): Upgrading to PeopleSoft Financials 8
- Leveraging PeopleSoft Enterprise Performance Management at The Hartford Group
- Capital One: Leveraging PeopleSoft Application Integration to Integrate Multiple PeopleSoft Applications
- GMAC Commercial Mortgage: Maximizing ROI on PeopleSoft HRMS with Manager Self-Service
- PeopleSoft for the Financial Services Industry

#### Healthcare

- PeopleSoft EPM for Healthcare: Proactive Management with the Healthcare Scorecard
- Enhancing Patient Satisfaction with a Customer Relationship Management Solution
- Erlanger Health System: Success with Individual Department Report Distributions with nVision
- Anthem Blue Cross and Blue Shield: Successfully Upgrading from PeopleSoft Financials 7.52 to 8.4

#### Industrial Products and High Tech

- Elkay Manufacturing Company: Upgrading PeopleSoft HRMS, SCM, SRM, and CRM 7.52 to 8.4
- Implementing PeopleSoft CRM at Hewlett-Packard
- Intel Case Study: Challenges and Solutions of High-Tech Global Implementations
- PeopleSoft Solutions for the High-Tech Industry

#### Services

- ESA: A Win-Win-Win Experience at Robert Half
- PeopleSoft IT Operational Excellence Using Portfolio Management
- Staffmark: Rapid, Successful 8.4 Staffing Solution in 120 Days

Global Solutions: Latin America Track

Technology advances have enabled business to transcend geographic boundaries, opening up new markets and increasing revenue potential. But how do companies overcome the inherent challenges of global business – multicurrency and translation support, national infrastructure issues, and cultural differences, to name a few – to truly capitalize on these opportunities? At PeopleSoft Connect you'll hear valuable strategies for becoming a real-time global enterprise.



Session Highlights

- **Successfully upgrading** to the PeopleSoft Global Payroll architecture.
- **Solving the challenges of global business**, including Unicode support, multicurrency issues, and translations.
- **Accomplishing more** with your current PeopleSoft investment through optimization strategies, implementation and upgrade best practices, security, and performance updates.

Other Activities Specifically for Our Customers from Latin America

- **Simultaneous translations** for select Keynote, Super Sessions, and Breakout Sessions available in Portuguese and Spanish (identified on the web).
- **Unique opportunities** to meet with PeopleSoft executives from within the Latin America region.
- **Special on-site amenities**, including on-site hosts and concierge services to ensure your PeopleSoft Connect experience is the best possible.
- **Special entertainment** at the evening events will include karaoke, world music, and other exciting, international features.
- **Tours** of Anaheim, Disneyland, and other local attractions for you or your guests.

Super Session: PeopleSoft Global Solutions for the Latin America Region  
Monday, September 15 at 8:00 AM

**Presented by Enrique Perezyera, Vice President of Latin America, PeopleSoft**  
Join Enrique Perezyera, vice president of PeopleSoft Latin America, for an update on how PeopleSoft global solutions are helping our customers in the Latin America region achieve their business objectives and gain market share while reducing expenses and total cost of ownership. You'll also discover how you can leverage your own existing PeopleSoft investment to implement real-time business processes that will enable you to meet the challenges of this difficult global economic environment. We'll also give you insight into the investments we're making in new products and services designed to meet the specific needs and IT challenges of the Latin America region.

For further details and presenter information, see page 16.

SESSION PREVIEW

 The following sessions will be translated into Portuguese and Spanish and are aimed specifically at serving the educational needs of those customers from the Latin America region connect.

Visit us online for a complete listing of sessions in this track.

Products and Technology
PeopleSoft Global Payroll 8.8 and Beyond
Global Payroll in Latin America: Gaining Competitive Advantage
Running Multi-Language PeopleSoft Systems: Locales and Much More
Translations at PeopleSoft: Installing, Upgrading, and Customizing
Customer Case Studies
Citigroup-Mexico (Banamex): Upgrading to PeopleSoft Financials 8
PeopleSoft HCM 8: Optimizing Human Resource Processes at Avon Cosmetics Brazil
Revolutionizing Human Resources with PeopleSoft HRMS 8 and Employee Portal at Brasil Telecom SA
Upgrading from Payroll for North America to Global Payroll: A Customer Success Story
Implementing Benefit Administration Successfully at Ford Motor Company Mexico

**All This and Much More**  
All the 450 Breakout Sessions available at PeopleSoft Connect feature topics and solutions that are timely and relevant for all PeopleSoft customers, regardless of geography or industry. Visit our website to review a comprehensive schedule of sessions – you'll be amazed at the learning and networking opportunities available to you at the industry's leading PeopleSoft users conference.



## Global Solutions: Japan and Asia Pacific Track

Technology advances have enabled business to transcend geographic boundaries, opening up new markets and increasing revenue potential. But how do companies overcome the inherent challenges of global business – Unicode capabilities, multi-currency support, translations, and security considerations, to name a few – to truly capitalize on these opportunities? At PeopleSoft Connect you'll hear valuable strategies for becoming a real-time global enterprise.



### Session Highlights

- **Successfully upgrading** to the PeopleSoft Global Payroll architecture.
- **Solving the challenges of global business**, including Unicode support, multicurrency issues, and translations.
- **Accomplishing more** with your current PeopleSoft investment through optimization strategies, implementation and upgrade best practices, security, and performance updates.

### Other Activities Specifically for Our Customers from Japan and Asia Pacific

- **Simultaneous translations** for select Keynote, Super Sessions, and Breakout Sessions available in Japanese and Mandarin (identified on the web).
- **Network** with PeopleSoft executives and your peers from Japan and Asia Pacific at a special cocktail reception preceding the Welcome Reception from 5:00 PM to 6:00 PM on Sunday, September 14, at the Anaheim Convention Center.
- **Special on-site amenities**, including on-site hosts and concierge services to ensure your PeopleSoft Connect experience is the best possible.
- **Special entertainment** at the evening events will include karaoke, world music, and other exciting, international features.
- **Tours** of Anaheim, Disneyland, and other local attractions for you or your guests.

### Super Session: PeopleSoft Global Solutions for the Japan and Asia Pacific Region

Monday, September 15 at 8:00 AM

**Presented by Murray Creighton, Senior Vice President of Japan and Asia Pacific, PeopleSoft**  
Learn how The Real-Time Enterprise is a reality for many Japan and Asia Pacific organizations. Listen as we share PeopleSoft's plans for the future in this region as well as show you how PeopleSoft's solutions will help your business drive competitive advantage, increase productivity, and dramatically reduce costs. You'll also gain insight into the investments we're making to deliver products and services tailored to meet the unique business and IT challenges of organizations in the Japan and Asia Pacific region.

For further details and presenter information, see page 16.

### SESSION PREVIEW

 The following sessions will be translated into Japanese and Mandarin and are aimed specifically at serving the educational needs of those customers from the Japan and Asia Pacific region connect.

Visit us online for a complete listing of sessions in this track.

#### Products and Technology

PeopleSoft HRMS 8.8 for Japan  
PeopleSoft Human Capital Management in China  
PeopleSoft Enterprise Learning in Asia Pacific  
Upgrading from Asia Pacific 7.5 to PeopleSoft HRMS 8.8  
PeopleSoft HCM in Asia Pacific: 2003 and Beyond  
Roundtable: Consolidation and Reporting in Asia Pacific  
Troubleshooting Strategies for PeopleSoft Learning Solutions

#### Customer Case Studies

Implementing PeopleSoft Global Payroll for 200,000 Users at NTT Group  
Scheduling the Workforce with PeopleSoft at Patrick Corp.  
PeopleSoft 8 Reporting at Macquarie Bank: You Don't Have to Wait for Your Upgrade

#### All This and Much More

All the 450 Breakout Sessions available at PeopleSoft Connect feature topics and solutions that are timely and relevant for all PeopleSoft customers, regardless of geography or industry. Visit our website to review a comprehensive schedule of sessions – you'll be amazed at the learning and networking opportunities available to you at the industry's leading PeopleSoft users conference.



Networking and Fun – All in One

Welcome Reception

Sunday, September 14 at 6:00 PM – 8:30 PM

PeopleSoft Connect, PeopleSoft Product Groups, and Support Services will treat you to a whirlwind tour of some of the hottest clubs and bars at our unique “Lounges Around the World” reception! Each one offers the perfect setting for mingling with long-time conference acquaintances or networking with new friends and business associates!

Sponsored by PeopleSoft Connect, PeopleSoft Product Groups, and PeopleSoft Support Services:



Motor City Lounge

Presented by  
Human Capital  
Management



Tropicana Club

Presented by  
Financial Management  
Solutions



Buddha Bar

Presented by  
Supply Chain  
Management



The Blue Angel

Presented by  
Customer Relationship  
Management



Cafe Americain

Presented by  
AppConnect



Blue Hawaii

Presented by  
Global Services

Business Partner Parties

Monday, September 15 at 7:00 PM Start

If you think PeopleSoft business partners are gracious hosts at the Solutions Expo during the day, wait ‘til you see them at night. Watch for invitations from PeopleSoft business partners, who’ve been known to treat select PeopleSoft Connect attendees to special events out on the town.

Solutions Expo Open House

Tuesday, September 16 at 5:45 PM – 7:30 PM

Join us after your sessions end to mix and mingle with your peers and PeopleSoft Partners during extended Solutions Expo evening hours. You’ll enjoy useful demos, presentations, and special activities created specifically for the Open House. No other sessions or activities have been scheduled during this time.

All evening events are restricted to persons 21 years and older.

ConnectFest



Disney’s California Adventure™ Park

Wednesday, September 17 at 7:30 PM – 12:30 AM

Join us at Disney’s California Adventure™ park and celebrate the fun and adventures of California. Come experience California’s spectacular beauty, adventuresome spirit, diverse culture, and the glamour of Hollywood at an exclusive private party hosted by PeopleSoft. Disney’s California Adventure™ park will take you to the far reaches of your imagination with amazing adventures that will have you spinning, twirling, smiling, and dancing the night away. Come and enjoy the magic of yesterday with the innovation of today!

Don’t miss out on the fun:

- **Depth-defying roller coasters and rides:** California Screamin’, the Maliboomer, Mulholland Madness, Buck Rogers, Orange Stinger, Soarin’ Over California, and the Grizzly River Run.
- **Experience the days of yesterday** with the Paradise Pier’s Sun Wheel and King Triton’s Carousel.
- **Strike it big** at the popular “Who Wants To Be A Millionaire?”
- **Stroll down Paradise Pier** and try your luck at the many classic amusement park games.

All attendees are able to take advantage of exclusive use of all rides and attractions, as well as enjoy delicious food and drinks. Wind down the day by shopping in one of the many merchandise stores open exclusively for you. ConnectFest at Disney’s California Adventure™ park offers fun and excitement for everyone!



ConnectFest 2003 Headliner  
Huey Lewis and The News

Get ready for some good old-fashioned rock-n-roll as Huey Lewis and the News hit the stage with a bang at ConnectFest! This multi-platinum selling band has been cranking out top 10 hits since the early ‘80s with favorites like “Heart and Soul,” “I Want a New Drug,” “The Heart of Rock & Roll,” and the Academy Award-nominated “The Power of Love,” from the movie *Back to the Future*.







How to Get to PeopleSoft Connect

Conference Dates and Location

PeopleSoft Connect 2003 will be held September 14–18, 2003, at the Anaheim Convention Center and The Hilton Anaheim Hotel.

About Anaheim

Anaheim, one of Orange County’s largest cities, is the home of the original Disneyland theme park. Today, the area surrounding Disneyland and the expanded and redesigned Anaheim Convention Center is known as The Anaheim Resort district. It has undergone a dramatic transformation, creating a 21st-century, world-class destination where imagination has indeed become reality. Within this 1,100-acre resort district is the Disneyland Resort, which includes the new theme park Disney’s California Adventure, Downtown Disney district, and several hotel properties, restaurants and entertainment centers.

Air Travel

United Airlines and Delta Airlines are the official air carriers for PeopleSoft Connect. To take advantage of their special discounted fares, call:

**United Airlines:** 800 521 4041  
Reference Code: 517JD

**Delta Airlines:** 800 241 6760  
Reference Code: DMN192747A

Car Rental

Hertz and Avis are the official rental car agencies for PeopleSoft Connect. The following discounted rates are available:

**Hertz:** 800 654 2240  
Reference Code: 022J0998  
\$44.99 per day (intermediate-size vehicle)

**Avis:** 800 331 1600  
Reference Code: A026699  
\$43.99 per day (intermediate-size vehicle)

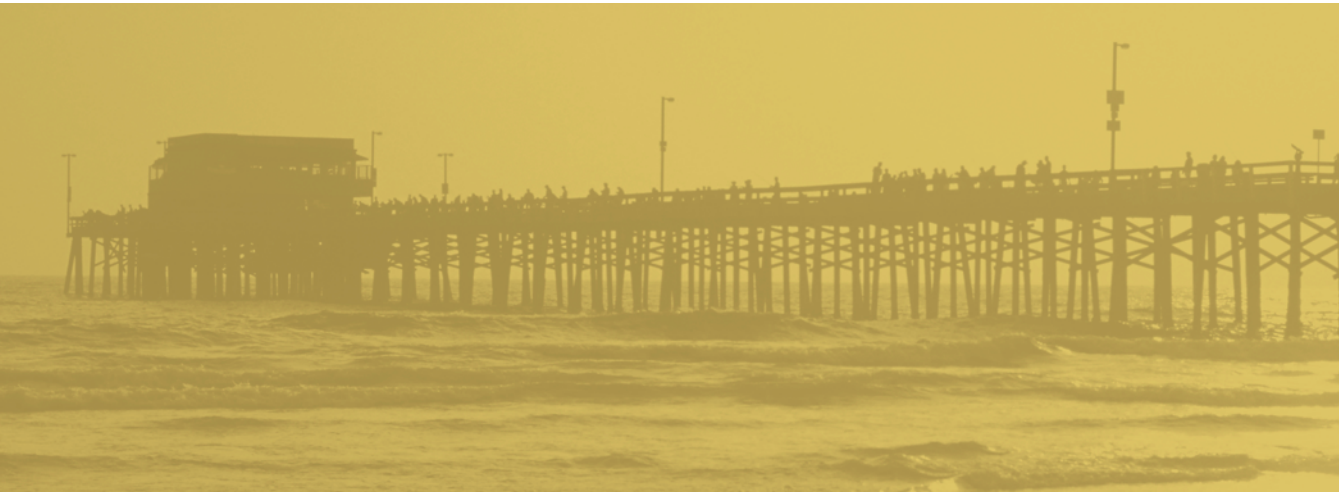
Conference Hotel Information

All PeopleSoft Connect conference hotels are within a two-mile radius of the convention center, and shuttle bus transportation will be available from all hotels, with the exception of the Anaheim Marriott, Hilton Anaheim, and Clarion Hotel Anaheim Resort (these hotels are within walking distance). The rates below do not include applicable taxes.

Anaheim Marriott	\$175
Candy Cane Inn	\$109
Clarion Hotel Anaheim Resort	\$109
Coast Anaheim Hotel	\$135
Disney’s Grand Californian Hotel (includes resort fee)	\$196
Disney’s Paradise Pier Hotel	\$169
Disneyland Hotel	\$155
Hilton Anaheim	\$125
Hyatt Regency Orange County	\$179–\$189
Portofino Inn & Suites	\$134
Radisson Hotel Maingate-Anaheim	\$115
The Anabella Hotel	\$89–\$125

NEW! Online Hotel Reservations

Now you can book your hotel reservations online — quickly and easily. Simply visit our website and complete the online conference registration form. Once you are finished, you will be given the option to select the hotel of your choice. Or, call our housing bureau directly at **800 331 3759** or **702 795 3999**. A limited number of rooms have been reserved for PeopleSoft Connect attendees **until August 22, 2003**. To ensure availability, make your reservation right away!







Fun in the Sun for the Whole Family

If the family is in tow – or even if not – Anaheim offers its share of amusements for everyone. It is, after all, Southern California, and the attractions and theme parks are in full bloom year-round. Whether it’s Disneyland for the little ones or a cruise of Newport Harbor for your spouse, Anaheim is sure to offer an entertainment option to suit any guest’s interests.

**Monday, September 15 from 9:00 AM to 5:30 PM or Tuesday, September 16 from 9:00 AM to 5:30 PM**  
Note: All activities require a minimum attendance and are subject to cancellation.

Disneyland

“The Happiest Place on Earth,” Disneyland is a magical fun-filled kingdom packed with classic family-friendly attractions, entertainment, dining, and shopping. Exploring popular rides in Tomorrowland, Fantasyland, Frontierland, and Adventureland is sure to delight kids of all ages.

*Price per person:* **\$114 for ages 3-9**  
**\$125 for age 10 and up**

*Includes:* • Deluxe vehicle round-trip transportation  
• Admission to Disneyland  
• \$15 lunch voucher

Universal Studios

Big-screen classics have been produced at Universal Studios since 1915, and today the 420-acre lot is home to outdoor sets, buildings, facades, live shows, and museums.

*Price per person:* **\$118 for ages 3-9**  
**\$132 for age 10 and up**  
**Children 2 and under are free**

*Includes:* • Deluxe vehicle round-trip transportation  
• Admission to Universal Studios  
• \$12 lunch voucher

Seeing Stars

Los Angeles is synonymous with movie stars and filmmaking. Explore the famous landmarks that made the Golden Age of Hollywood what it was.

*Price per person:* **\$95 per person**  
**Children age 2 and under are free**

*Includes:* • Deluxe vehicle round-trip transportation  
• Tour guide  
• Lunch at Mel’s Diner



**Wednesday, September 17 from 9:00 AM to 2:00 PM**  
Note: All activities require a minimum attendance and are subject to cancellation.

Fun in the Sun

Newport boasts one of the largest small-yacht harbors in the world. This excursion allows for an hour of browsing the unique boutiques and then a fun ride on the Balboa Island Ferry to the shore’s Fun Zone.

*Price per person:* **\$53 per person**

*Includes:* • Deluxe vehicle round-trip transportation  
• Unlimited rides at Fun Zone in Balboa Park  
• Lunch at the Fun Zone

Discovery Science Center

The Discovery Science Center is an interactive museum where guests of all ages are invited and encouraged to participate in a myriad of activities that bring science to life.

*Price per person:* **\$60 for ages 3-17**  
**\$63 for adults**  
**Guests age 2 and under are free**  
**Guests under 18 require a parental escort**

*Includes:* • Deluxe vehicle round-trip transportation  
• Admission to Discovery Science Center  
• \$8 lunch voucher

Aquarium of the Pacific

Located on Rainbow Harbor in Long Beach, Aquarium of the Pacific features dozens of breathtaking exhibits where guests will encounter more than 10,000 of the ocean’s inhabitants.

*Price per person:* **\$61 for ages 3-11**  
**\$73.50 for age 12 and up**  
**Children age 2 and under are free**

*Includes:* • Deluxe vehicle round-trip transportation  
• Admission to Aquarium of the Pacific  
• \$10 lunch voucher





Connect Passport

We’ve made the registration process fast and easy for your convenience. You can either register online or complete the enclosed registration forms and fax or mail them to us. Remember, sessions and hotels fill up fast. Register early to take advantage of discounted registration fees and to get the sessions and hotels you prefer.

BEST VALUE! Connect Passport

Gain **unlimited access** to the entire conference. As a PeopleSoft Connect passport holder, you’ll have access to the following:

- Keynotes and Super Sessions.
- Solutions Expo Exhibit and Meet the Experts.
- Breakout Sessions and Roundtable Discussions.
- All evening events and networking activities.
- Transportation to and from hotels and Anaheim Convention Center.
- Internet access via our on-site messaging kiosks.
- Meal access for breakfast and lunch daily and for evening events.
- Conference materials, including on-site guides and addendums.
- Commemorative PeopleSoft Connect gift.

Early Registration

May 15 – August 1 . . . . . \$1,495

Regular and On-Site Registration

August 2 – September 9 . . . . . \$1,695

Register for the Connect Passport by August 1 and you are automatically entered into the sweepstakes to win. A random drawing will be held at the Anaheim Convention Center on September 18, 2003. You need not be present to win.

GRAND PRIZE

Ford® Mustang® GT Deluxe Convertible

Cool styling, 260 horsepower. The Ford® Mustang® is the original muscle car!

**NO PURCHASE NECESSARY.** A purchase does not improve your odds of winning. For complete details and Official Rules visit [www.peoplesoft.com/goto/connect\\_sweepstakes](http://www.peoplesoft.com/goto/connect_sweepstakes). Only residents of the United States and Canada (excluding Québec) 21 years of age and older, who are employees of PeopleSoft customers in good standing with a valid Customer Connection ID as of May 1, 2003, are eligible to enter. Entries must be received by August 1, 2003.

To have your name removed from future PeopleSoft sweepstakes mailings, send your name and address to: PeopleSoft Connect 2003 Sweepstakes c/o Connect Conference Team, 4411 PeopleSoft Parkway, Pleasanton, California 94588. Allow up to 60 days for processing.

Ford and Mustang are registered trademarks of Ford Motor Company.

Second Prize

Segway™ Human Transporter

Be one of the first to own the world’s first electric, self-balancing transportation device!

Power Sessions

Whether you are implementing, upgrading, or optimizing your system, PeopleSoft Education provides the training you need to get the most value from your PeopleSoft applications.

All Power Sessions will be held on Sunday, September 14, Thursday, September 18, and Friday, September 19, at the Hilton Anaheim Hotel.

Power Sessions Fees:	
4-hour sessions . . . . .	\$263
8-hour sessions . . . . .	\$525
12-hour sessions . . . . .	\$925

See page 17 for session titles, descriptions, and session numbers.

PeopleSoft training credits may be redeemed.

Guest Pass Fees

Bring a guest with you to attend Solutions Expo, or simply the evening entertainment!

Welcome Reception Only . . . . .	\$150
ConnectFest Only . . . . .	\$250
All Evening Events . . . . .	\$400

Connect Day Pass

Attend a <b>single day</b> of conference events with daily registration.	
Sunday, Monday, Tuesday, and Thursday only . . . . .	\$795
Wednesday only (includes ConnectFest) . . . . .	\$995

Discover Pass

Access to Keynotes and the Solutions Expo only!	
Pre-Conference . . . . .	FREE
On-Site . . . . .	\$75

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Help at a Glance

■ **Conference Registration Forms, Hotel, and Session Availability:** Send an email to [connectregforms@pgi.com](mailto:connectregforms@pgi.com) to request these documents.

■ **Registration Inquiries:** 702 795 3999 or 800 331 3759, PGI, our event management partner.

■ **PeopleSoft Connect Hotline:** 800 656 7638 or 925 694 3000, ext. 43527 or email [conferences@peoplesoft.com](mailto:conferences@peoplesoft.com)

■ **Anaheim Information:** [www.anaheimoc.org](http://www.anaheimoc.org)

■ **Special Assistance:** Please note that PeopleSoft Connect supports the Americans with Disabilities Act. Call 800 656 7638 or 925 694 3000, ext. 43527, if you require special assistance.

Cancellation and Substitution Policies

Payment Policies

Full payment of your conference fee must accompany the registration form. Payment in U.S. funds can be made by check (payable to PeopleSoft Connect 2003), money order, Visa, MasterCard, or American Express. Preregistration ends September 9. All registration after this date must be performed on-site at the Anaheim Convention Center. Purchase orders will be accepted only for employees of state, local, federal, or provincial governments and public education institutions. A purchase order must accompany your completed registration.

Cancellations

Email your cancellation request to [psconnectreg@pgi.com](mailto:psconnectreg@pgi.com) on or before August 14 to receive a refund on your registration fees, minus a \$50 processing charge. Send a request between August 15 and August 29 to receive a 50% refund on your registration fees, minus a \$50 processing charge. Sorry, no refunds after August 29, 2003.





Substitutions

Mail a written substitution request on your company letterhead to: PeopleSoft Connect 2003 c/o PGI HRT 2275 – A Renaissance Drive Las Vegas, Nevada 89119 You may also fax your substitution request to **702 795 8767**.

Include the following information in your letter:

- Your contact information and signature.
- Your substitute’s contact information and signature.
- Your substitute’s credit card information. (Substitutes will pay a \$35 processing fee.)

Four easy ways to register.

 <b>Register Online</b>	 <b>Phone</b>	 <b>Mail</b>	 <b>Fax</b>
Easy, fast, and simple!	Call 800 331 3759 or 702 795 3999	<b>PeopleSoft Connect 2003</b> c/o PGI HRT 2275 – A Renaissance Dr. Las Vegas, Nevada 89119	702 795 8767

Visit us online at:  
**www.peoplesoft.com/goto/connectregister1**

Please complete this form to register for PeopleSoft Connect 2003.

<b>Attendee First Name</b> (As it will appear on your badge.)		<b>Last Name</b> (As it will appear on your badge.)	
<b>Company</b> (As it will appear on your badge. Please limit company name to 30 characters/spaces.)		<b>Title</b>	
<b>Mailing Address</b>		<b>Department/Floor/Suite/Mailstop</b>	
<b>City</b>	<b>State/Province</b>	<b>ZIP/Postal Code</b>	<b>Country</b>
<b>Area Code/Telephone</b> (Outside the U.S. include country and city code.)	<b>Extension</b>	<b>Area Code/Fax</b> (Outside the U.S. include country and city code.)	
<b>Email Address</b>			

<b>PeopleSoft Account Executive’s First Name</b>	<b>Last Name</b>
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Event Registration

**Connect Passport**

☐ Early Registration by August 1 ..... **\$1,495**

☐ Standard Registration after August 2 ..... **\$1,695**

**Connect Day Pass**

☐ Sunday ..... **\$795**

☐ Monday ..... **\$795**

☐ Tuesday ..... **\$795**

☐ Wednesday (includes ConnectFest) ..... **\$995**

☐ Thursday ..... **\$795**

**Guest Registration**

☐ Welcome Reception ..... **\$150**

☐ ConnectFest ..... **\$250**

☐ All Events (Welcome, Open House, ConnectFest) ..... **\$400**

**Discover Pass**

☐ Pre-Conference ..... **FREE**

☐ On-Site ..... **\$75**

Power Session Registration (Customers and Partners Only)

Prepaid training units can be applied. Maximum of two Power Sessions.

**Please select the date you’d like to attend:**  
(Please note that no changes can be made on-site.)

**Sunday, September 14**

☐ 4-hour session: 12:30 PM – 4:30 PM ..... **\$263**

☐ 8-hour session: 9:00 AM – 5:00 PM ..... **\$525**

**Session Number** \_\_\_\_\_

**Thursday, September 18**

☐ 4-hour session: 12:30 PM – 4:30 PM ..... **\$263**

**Session Number** \_\_\_\_\_

**Friday, September 19**

☐ 4-hour session: 12:30 PM – 4:30 PM ..... **\$263**

☐ 8-hour session: 9:00 AM – 5:00 PM ..... **\$525**

**Session Number** \_\_\_\_\_

**Thursday, September 18 and Friday, September 19**

☐ 8-hour session: 12:30 PM – 5:00 PM; 9:00 AM – 12:30 PM ..... **\$525**

☐ 12-hour session: 12:30 PM – 5:00 PM; 9:00 AM – 5:00 PM ..... **\$925**

**Session Number** \_\_\_\_\_

☐ **Apply PeopleSoft prepaid training units as payment.**  
(Training units will be verified prior to confirming final registration.)

Total Fees

Event Registration ..... \$ \_\_\_\_\_

Guest Registration ..... \$ \_\_\_\_\_

Power Sessions ..... \$ \_\_\_\_\_

**Total Due** ..... \$ \_\_\_\_\_

Method of Payment

☐ **Check enclosed** (Made payable to PeopleSoft Connect c/o PGI.)

☐ **Purchase Order** (Accepted only from state, local, federal, and provincial government agencies and public education institutions.)

☐ **Purchase Order Number** \_\_\_\_\_  
(Purchase Order must accompany forms.)

☐ **Charge to following credit card:**   ☐ Visa   ☐ Mastercard   ☐ American Express

<b>Name of Card Holder</b>	<b>Credit Card Number</b>	<b>Expiration Date</b>
----------------------------	---------------------------	------------------------

**Card Holder Signature** (Your signature authorizes PeopleSoft Connect/PGI to charge your credit card as needed to guarantee your registration.)

<input type="text"/>	<b>Coupon Code</b>
----------------------	--------------------

(Discount will automatically be applied at time of processing and you will be emailed confirmation showing final amount billed.)

Billing Address

**Same as mailing address?**      ☐ Yes      ☐ No

<b>First Name</b>	<b>Last Name</b>
-------------------	------------------

<b>Company</b>	<b>Title</b>
----------------	--------------

<b>Company Street Address</b>	<b>Department/Floor/Suite/Mailstop</b>
-------------------------------	--

<b>City</b>	<b>State/Province</b>	<b>ZIP/Postal Code</b>	<b>Country</b>
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Alliance Briefing (Partners Only)

**Briefing Date:** Sunday, September 14, Anaheim Convention Center, 10:00 AM – 3:00 PM

**Will you be attending the Alliance Briefing?**      ☐ Yes      ☐ No

Special Needs

☐ Hearing Impaired      ☐ Wheelchair Accessibility

☐ Vision Impaired      ☐ Other \_\_\_\_\_

Register The Easy Way! **www.peoplesoft.com/goto/connectregister1**

<b>Attendee Name</b>	<b>Company</b>
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Guest Information

<b>Guest First Name</b> (As it will appear on your badge.)	<b>Last Name</b> (As it will appear on your badge.)
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<b>Company</b> (As it will appear on your badge. Please limit company name to 30 characters/spaces.)	<b>Title</b>
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<b>Mailing Address</b>	<b>Department/Floor/Suite/Mailstop</b>
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<b>City</b>	<b>State/Province</b>	<b>ZIP/Postal Code</b>	<b>Country</b>
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Guest Method of Payment

☐ **Charge same credit card as attendee**

☐ **Check enclosed** (Made payable to PeopleSoft c/o PGI.)

☐ **Charge to following credit card:**  
☐ Visa   ☐ Mastercard   ☐ American Express

<b>Name of Card Holder</b>	<b>Credit Card Number</b>	<b>Expiration Date</b>
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**Card Holder Signature** (Your signature authorizes PeopleSoft/PGI to charge your credit card as needed to guarantee your registration.)

Your Role in Your Company

**Please indicate your job level** (choose one):

<input type="checkbox"/> CEO	<input type="checkbox"/> Chancellor	<input type="checkbox"/> Project Manager	<input type="checkbox"/> Registrar
<input type="checkbox"/> CFO	<input type="checkbox"/> Provost	<input type="checkbox"/> Functional Manager	<input type="checkbox"/> Administrator
<input type="checkbox"/> CIO	<input type="checkbox"/> Dean	<input type="checkbox"/> Manager	<input type="checkbox"/> Account Executive
<input type="checkbox"/> Other C-Level	<input type="checkbox"/> Commissioner	<input type="checkbox"/> Team Lead	<input type="checkbox"/> Specialist
<input type="checkbox"/> President	<input type="checkbox"/> General Manager	<input type="checkbox"/> Programmer	<input type="checkbox"/> Trainer
<input type="checkbox"/> Executive Vice President	<input type="checkbox"/> Director	<input type="checkbox"/> Developer	<input type="checkbox"/> Educator
<input type="checkbox"/> Senior Vice President	<input type="checkbox"/> Controller	<input type="checkbox"/> Analyst	<input type="checkbox"/> End User
<input type="checkbox"/> Vice President	<input type="checkbox"/> Treasurer	<input type="checkbox"/> Consultant	<input type="checkbox"/> Technical Manager

**Please indicate your job function within your company** (choose one):

<input type="checkbox"/> Accounting	<input type="checkbox"/> ECommerce	<input type="checkbox"/> Marketing	<input type="checkbox"/> Services
<input type="checkbox"/> Admissions/Recruiting	<input type="checkbox"/> Engineering	<input type="checkbox"/> Manufacturing	<input type="checkbox"/> Strategy
<input type="checkbox"/> Admin	<input type="checkbox"/> Finance	<input type="checkbox"/> Networking	<input type="checkbox"/> Supply Chain
<input type="checkbox"/> Business Development	<input type="checkbox"/> Healthcare	<input type="checkbox"/> Operations	<input type="checkbox"/> Training
<input type="checkbox"/> Corporate	<input type="checkbox"/> HR	<input type="checkbox"/> Purchasing	<input type="checkbox"/> Web
<input type="checkbox"/> Customer Support	<input type="checkbox"/> IT/IS	<input type="checkbox"/> R&D	<input type="checkbox"/> Other (please specify)
<input type="checkbox"/> Database	<input type="checkbox"/> Legal	<input type="checkbox"/> Sales	

Your Company

**Please indicate how many employees are in your company** (choose one):

<input type="checkbox"/> 1 – 99	<input type="checkbox"/> 500 – 999	<input type="checkbox"/> 2,000 – 4,999	<input type="checkbox"/> 10,000 or more
<input type="checkbox"/> 100 – 499	<input type="checkbox"/> 1,000 – 1,999	<input type="checkbox"/> 5,000 – 9,999	

**Please indicate your company size (revenue)** (choose one):

<input type="checkbox"/> 1 – 24 million	<input type="checkbox"/> 50 – 99 million	<input type="checkbox"/> 300 – 499 million	<input type="checkbox"/> 1 billion – 499 billion
<input type="checkbox"/> 25 – 49 million	<input type="checkbox"/> 100 – 299 million	<input type="checkbox"/> 500 – 999 million	<input type="checkbox"/> 500 billion or more

**Please indicate in which state your company is headquartered:** \_\_\_\_\_

**Please indicate the status of your company** (choose one):

☐ Public (Ticker Symbol \_\_\_\_\_ )      ☐ Private

☐ Government (Indicate Branch)  
☐ Federal      ☐ State      ☐ Local

Your Industry

**Please indicate your primary business industry** (choose one):

<input type="checkbox"/> Communications – Other	<input type="checkbox"/> Financial Services – Capital Markets	<input type="checkbox"/> Industrial – Mining	<input type="checkbox"/> Services – Other
<input type="checkbox"/> Communications – Internet	<input type="checkbox"/> Financial Services – Insurance	<input type="checkbox"/> Industrial – Chemicals	<input type="checkbox"/> Transportation
<input type="checkbox"/> Communications – Media	<input type="checkbox"/> Financial Services – Other	<input type="checkbox"/> Life Sciences – Biotech	<input type="checkbox"/> Energy and Utilities
<input type="checkbox"/> Communications – Telecom	<input type="checkbox"/> Government – International	<input type="checkbox"/> Life Sciences – Lab Sciences	<input type="checkbox"/> Wholesale Distribution
<input type="checkbox"/> Consumer Goods – Durables	<input type="checkbox"/> Healthcare	<input type="checkbox"/> Life Sciences – Medical Devices	<input type="checkbox"/> Other (please specify)
<input type="checkbox"/> Consumer Goods – Nondurables	<input type="checkbox"/> High-Tech	<input type="checkbox"/> Life Sciences – Pharmaceuticals	
<input type="checkbox"/> Education and Government – Federal	<input type="checkbox"/> Industrial – Other Discreet	<input type="checkbox"/> Media and Entertainment	
<input type="checkbox"/> Education and Government – Higher Ed	<input type="checkbox"/> Industrial – Aerospace and Defense	<input type="checkbox"/> Retail	
<input type="checkbox"/> Financial Services – Banking	<input type="checkbox"/> Industrial – Automotive	<input type="checkbox"/> Services – Not for Profit	

Your Products

**What PeopleSoft product(s) are you interested in licensing for the future?** (Choose all that apply):

<input type="checkbox"/> Consultancy, Education Services	<input type="checkbox"/> Financial Management Solutions	<input type="checkbox"/> Infrastructure
<input type="checkbox"/> Customer Relationship Management	<input type="checkbox"/> Hosting Solutions	<input type="checkbox"/> Portals
<input type="checkbox"/> Data Warehouse	<input type="checkbox"/> Human Capital Management	<input type="checkbox"/> Supply Chain Management

**How did you hear about PeopleSoft Connect?** (choose one):

<input type="checkbox"/> Alliance Connection	<input type="checkbox"/> Electronic Direct Mktg	<input type="checkbox"/> Exhibitor Invite	<input type="checkbox"/> Past Attendee
<input type="checkbox"/> Customer Connecion	<input type="checkbox"/> Direct Mail	<input type="checkbox"/> Telemarketing	<input type="checkbox"/> Coworker/Manager
<input type="checkbox"/> PeopleSoft.com	<input type="checkbox"/> Other Web Advertising	<input type="checkbox"/> User Group Announcement	<input type="checkbox"/> Other (please specify)
<input type="checkbox"/> PeopleSoft.com/connect	<input type="checkbox"/> Search Engine/Portal	<input type="checkbox"/> Plugged In Newsletter	
<input type="checkbox"/> Connect eNewsletter	<input type="checkbox"/> Account/Sales Rep Referral	<input type="checkbox"/> Executive Plugged In Newsletter	