



## Wednesday, October 1<sup>st</sup>: Pre-Conference Sessions

**9:00am – 4:00pm:**     FSI Bootcamp  
*Angie Oglesby, Manager of Customer Support, FSI*  
*Jeff York, Customer Support Specialist, FSI*

Join us for a full day of immersive CMS Fundamentals packed with Tips & Tricks and Hands-On Practice.

We will cover:

- CMS 101: The Basics – Navigating, everything Work Orders, Assets, & CMS Tech
- CMS 201: Work Order & Asset Configurations, Risk Scoring, Procedures, & Scheduling
- CMS 301: Customization & Configurations – Dashboards, Administrative, User, & Roles

**9:00am – 12:00pm:**     Making the Most of Your Compliance Dashboards  
*Rick Joslin, Senior Solutions Architect, FSI*  
*Joe Stockman, Director of Product Experience, FSI*

Understand your organization's compliance to any regulatory requirement via FSI's compliance dashboards. These visualizations are powerful tools available right out of the box to all FSI Customers. Attendees are encouraged to bring a laptop so the FSI team can help them set these configurations during this session.

We will cover:

- Navigating the regulatory dashboard tools
- Establishing relationships with procedures
- Reporting options for the compliance dashboard
- Extending the capabilities of compliance dashboards via electronic binders

**12:00pm – 1:00pm:**     Lunch & Networking

- 1:00pm – 4:00pm:**     **Administrative and Automated Workflows**  
*Jen D'Alessio, Product Manager, FSI*  
*Brylie Worth, Customer Success Manager, FSI*  
Automate processes and decision making with the use of Flow and other advanced escalation processes within the system. Join experts Jen D'Alessio, Product Manager, and Brylie Worth, Customer Success Manager, as they cover how to build and manage workflows to suit your team's unique needs. Attendees are encouraged to bring a laptop so the FSI team can help them set these configurations during this session.
- 1:00pm - 5:00pm:**     **Customer Advisory Board (CAB) Meeting**
- 6:00pm - 8:00pm:**     **Customer Welcome Reception**

## Thursday, October 2<sup>nd</sup>: Day 1 of User Conference

- 7:30am – 9:00am:** Breakfast + Registration
- 9:00am – 9:15am:** Welcome and Introductions  
*Zachary Seely, CEO, FSI*  
*Joe Serwinski, Founder, FSI*
- 9:15am – 10:00am** 2024 Recap and What's Next  
*Joe Stockman, Director of Product Experience, FSI*  
Join us as we kick off the conference with a look back at FSI's most impactful milestones over the past year –and a look forward to where we're headed next. Together, we'll celebrate the successes that have shaped our shared journey and reveal how your feedback is directly guiding our innovation roadmap. Get a first look at the initiatives and enhancements on the horizon, designed to further empower your teams and elevate facility operations across the board.
- 10:00am – 10:45am** Keynote: Mental Health in the Workplace  
*Joe Zimmer, VP, Revenue*  
*Ruben Garcia, Market Director of Facility Management, CommonSpirit Health*
- 10:45am -11:00am** Break
- 11:00am – 11:45am** Breakout Session #1  
Option A: Leveraging Analytics & AI  
*Mike Zimmer, Director of Customer Solutions, FSI*  
  
Explore how leading healthcare facilities are turning CMMS data into actionable insights with FSI Analytics. Learn how organizations like Atrium Health and Lincoln Harris tackle complex operational questions and uncover how AI can further accelerate decision-making by reducing the time from data to insight.  
  
Option B: Introducing Efficiencies with FSI Inbox  
*Shawn Hewitt, Senior Product Manager, FSI*  
*Manny Wolfe, Senior Software Developer, FSI*  
*Paul Kitzmiller, Facilities System Analyst, Penn State Health*  
*Sam McFarlane, Facilities Manager at University of Utah Hospital*

In this breakout session we explore Inbox, FSI's newest mobile app designed to transform productivity for healthcare maintenance professionals. Discover how Inbox streamlines maintenance workflows, delivers an intuitive user interface, and ensures seamless work order completion—all from the convenience of your mobile device. We will also discuss how FSI's Early Adopter Program (EAP) participation and the importance of real-time customer feedback helped to deliver an exceptional product and customer experience.

11:45am -1:00pm

Lunch and Networking

1:00pm – 2:00pm

From the Basement to the Boardroom: Promoting In-Sourcing and Capital Decision-Making

*David Fox, Director of Implementation, FSI*

Explore how Facilities and Biomed teams can elevate their impact by championing in-sourcing strategies and influencing capital decisions. This session will share practical insights on positioning your department as a strategic leader—from the mechanical room to the executive suite.

2:00pm – 2:45pm:

Breakout Session #2

Option A: Driving Operational Efficiencies with Flow

*Jen D'Alessio, Product Manager, FSI*

*Joe Martino, MS, CHEP, CHSP, CHFSM, Director of Operations, Northwell Health*

Discover how Flow is transforming in-application processes and data management. Join Jen D'Alessio, one of the masterminds behind Flow, and Joe Martino, Director of Operations at Northwell Health, as they showcase real-world examples and demonstrate how Flow helps platform administrators save time and enables technicians to maximize wrench time—ultimately driving greater operational efficiency across your organization.

Option B: Turning Obstacles into Opportunities: Tackling "Unable to Locate" and "Unable to Access/Perform"

*Joe Stockman, Director of Product Experience*

Don't let operational hurdles slow you down. Join Joe Stockman, Director of Product Experience, as he dives into how FSI's CMMS, enhanced with Flow, helps teams overcome "Unable to Locate" and "Unable to Access/Perform" issues. Learn how better process support not only drives

day-to-day efficiency but also strengthens compliance reporting—keeping your operations ahead of the curve.

**2:45pm- 3:00pm:** Break

**3:00pm – 3:45pm:** Breakout Session #3

Option A: Managing the Lifecycle of an Asset: Strategies for Optimal Performance  
*Rick Joslin, Senior Solutions Architect, FSI*

In this comprehensive breakout session, we dive into effective strategies for maximizing the performance and longevity of healthcare assets. Explore best practices for asset management, from acquisition and utilization to maintenance and disposal. Learn how to implement proactive maintenance schedules, leverage data-driven insights, and ensure compliance with industry standards. Discover how a holistic approach to asset lifecycle management can reduce costs, minimize downtime, and enhance overall operational efficiency.

Option B: Enhancing Room Readiness with Clipboard and Rounding Updates

*Bill Harpin, Operations Manager Facilities Department of Gaylord Specialty Healthcare*

*Jen D'Alessio, Product Manager, FSI*

Get ahead of the curve with the latest updates to Rounding workflows and Clipboard Inspections. See how new enhancements can help your teams ensure every patient room is clean, safe, and ready—faster and more effectively than ever before.

**3:45pm – 4:00pm:** Customer Awards + Closing

**6:00pm- 9:00pm:** Evening Activity

## Friday, October 3rd: Day 2 of User Conference

**7:30am – 9:00am:** Breakfast

**9:00am – 9:15am:** Partner/Sponsor Commentary  
*Chris Lang, Vice President, Product & Strategy, FSI*

Join Chris Lang alongside key FSI partners for a forward-looking conversation on the future of our solutions. Explore how collaboration and interoperability are shaping the next generation of tools—and how these partnerships are delivering greater operational impact for healthcare system professionals.

**9:15am – 10:00am:** Breakout Session #4  
Option A: Beyond Reimbursement Reporting: Unlock the Full Potential of Space Manager  
*Ted Pappas, Business Development Manager, FSI*

Space Manager is evolving—and so can your strategy. Join Ted Pappas to explore how new features are helping organizations move beyond reimbursement reporting to unlock deeper insights, streamline space-related workflows, and make smarter, data-driven decisions about their space inventory.

Option B: Building a Plan for Standardization: Enhancing Efficiency and Consistency in Healthcare Operations  
*Joe Stockman, Director of Product Experience, FSI*  
*Mike Zimmer, Director of Solutions, FSI*

Standardization isn't just a goal—it's a game changer. Join this breakout session to explore the benefits and strategies of implementing standardized processes in healthcare maintenance. Discover how standardization can streamline operations, improve consistency, and reduce errors. Learn about the key components of a successful standardization plan, including setting clear objectives, developing comprehensive guidelines, and ensuring effective training and communication. Gain insights into how standardization can enhance compliance, optimize resource utilization, and drive continuous improvement.

**10:00am-10:15am: Break**

**10:15am – 11:15am**      **State of the Healthcare Industry, Compliance**  
*Suzanne Rahall, Director of Sales, FSI*  
*Dennis Ford, MHA, CHFM, CHC, FASHE, ASHE President-elect*

**Do not miss this opportunity to stay informed and ahead of the curve in healthcare compliance! Explore the latest developments and changes in healthcare compliance, including updates from The Joint Commission (TJC), Det Norske Veritas (DNV), and the American Society for Healthcare Engineering (ASHE). Gain a comprehensive understanding of how these initiatives impact healthcare operations and what steps organizations need to take to stay compliant. Learn from industry leaders about best practices, emerging trends, and strategies for navigating the evolving regulatory landscape.**

**11:15am – 11:45am: Ask the (FSI) Experts and Conference Wrap**