

Track Legend	AI Theater	Optimizing Business Culture	AI, Machine Learning & Analytic Innovation	Customer Lifecycle	FICO Platform Capabilities	Regulatory Compliance	Scoring Strategies	Fraud Protection and Compliance	Ancillary Events/Not Covered under Main FICO World Registration
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	Pacifica 1 & 2	Pacifica 3, 4, 5	Pacifica 8, 9, 10	Pacifica 11 & 12	Coral Sea	Java Sea	South China Sea	Philippine Sea (AI Theater)	
TUESDAY MAY 10	7:30 AM - 6:30 PM	Registration							
	8:00 AM - 9:00 AM	Breakfast							
	9:00 AM - 10:30 AM	FICO Customer Management User Group	Credit Boot Camp	Falcon User Group	FICO Business Analytics Optimization Forum	Partner Summit	Executive Experience		Analytic Tools User Group Meeting
	10:30 AM - 10:45 AM	Break							
	10:45 AM - 12:15 PM	FICO Customer Management User Group	Credit Boot Camp	Falcon User Group	FICO Business Analytics Optimization Forum	Partner Summit	Executive Experience		Analytic Tools User Group Meeting
	12:15 PM - 1:15 PM	Lunch							
	1:15 PM - 2:45 PM	FICO Customer Management User Group	Credit Boot Camp	Falcon User Group	FICO Business Analytics Optimization Forum				Analytic Tools User Group Meeting
	2:45 PM - 3:00 PM	Break							
3:00 PM - 4:00 PM	FICO Customer Management User Group	Credit Boot Camp	Falcon User Group	FICO Business Analytics Optimization Forum				Analytic Tools User Group Meeting	
6:00 PM - 10:00 PM	Welcome Reception / Innovation Center Open								

WEDNESDAY MAY 11	7:30 AM - 9:00 AM	Breakfast							
	9:00 AM - 11:00 AM	General Session 1							
	11:00 AM - 5:30 PM	Innovation Center Open							
	11:00 AM - 11:30 AM	Break							
	11:30 AM - 12:15 PM		Getting the Most Out of Early Collections with Decision Optimization Jana Sigáeová, Petr Ošák, Ulrich Wiesner	Beyond Do No Harm: The Practical Value of an AI Ethics Strategy Ben Werner, Olivia Gambelin	Connected Decisioning: Broadening the Lens for Customer Relationships Therese Henry	Explaining Models and Understanding Their Impact Through Business Outcome Simulation Libin Varghese, Andy Flint	Making Better Fraud Decisions with Contextual Data Adam Davies, Mark Crichton	Emerging Consumer Credit Risk Trends Ethan Dornhelm	11:30 - 12:00 The Growth Mindset – Leadership Starts with Self Raj Anderson, Suzanne Crane
	12:15 PM - 1:45 PM	Lunch							
	1:45 PM - 2:30 PM	Resilient Credit Lifecycle Strategies are the New Norm Dave Shellenberger, Ed Delgado, Shree Pragada, Mohit Dillon, Marcel Bryar	The Business Value of Women's Leadership in Latin America Giovanna Cardellicchio, Lori Grandin, Janaina Souza, Florencia Etcheber, Luz Maria Boza, Lilian Ioshimoto, Maria Gabriela Kount, Tatiana Sanchez, Kayla Vallim	A New Frontier in Model Auditability with Blockchain Shafi Rahman	Ask the Expert: How Empowering Business Users Drives Enterprise Productivity Kevin Bailey, Scott Horowitz, Jim Neumann	Enterprise Intelligence: A Framework for Platform-Based Customer Centricity Derick Cluley	The Role of Data in Managing Fraud and Financial Crime in the "New Normal" TJ Horan, Julie Conroy	Keeping Distressed Customers in Their Homes: How Absa Transformed Collections Operations Johan Ambrosius, Bruce Curry	1:30 - 2:00pm FICO® Platform Demo: It's all about Business Outcomes Therese Henry, Libin Varghese
	2:30 PM - 3:00 PM	Break							
3:00 PM - 3:45 PM	Fraud Trends – How Have Fraud Departments Responded to Unprecedented Times, and What's Next? Debbie Cobb, Ulisses Okamoto, Kerem Ozdamar, Julie Conroy	Creating a Culture of Change Innovation Marie Jacome, Elizabeth Billyard, Erika Wise, Patricia Reid, Jen Bruch, Suzanne Crane	Technical Approaches for Winning with Constrained AI in Regulated Environments Shafi Rahman	The Future of Vehicle Ownership – Are You Ready for the Possibilities? Marguerite Watanabe			What's Cooking in the FICO® Scores Lab? Dr. Gerald Fahner, Ethan Dornhelm	2:15 - 2:45pm FICO® Platform Demo: Data, Insights and Actions Therese Henry, Ignacio Gonzales, Chris Frothinger	
3:45 PM - 4:15 PM	Break								
4:15 PM - 5:00 PM	Data Capabilities in FICO Platform – An Architectural View at Bradesco Willyan Inacio Hartmann Vincenzi, Sean Baseman	Brightening Skies: How Regulatory Changes Will Fuel Digital Transformation and Customer Engagement Audrey Olsen, Leah Dempsey, Cathy Yang	The Latent Feature Made Me Do It: Adventures in Ethical AI Joe Murray	Fintechs, BNPL, Digital Account Opening...OH MY! What Are Banks (Still) Missing Therese Henry, Alex Johnson	Optimization on FICO® Platform Oliver Bastert	Leverage A Digital Customer Engagement Framework Across the Entire Fraud Lifecycle Andrew Manuel, Bob Shiflet	Alt Data Scoring Innovations – Integrating Them Into Your Strategies Successfully for Recovery and Inclusion Radha Chandra	4:00 - 4:30pm Well Now What?? Tricks to coming through the Pandemic – and Everything Else - with your Portfolio Intact Janice Horan	
6:00 PM - 11:00 PM	Park Experience & Dinner								

THURSDAY MAY 12	7:30 AM - 9:00 AM	Breakfast							
	9:00 AM - 10:30 AM	General Session 2							
	10:30 AM - 5:30 PM	Innovation Center Open							
	10:30 AM - 11:00 AM	Break							
	11:00 AM - 11:45 AM	FICO Women Leaders: Investing in Growth Innovation Therese Henry, Raj Anderson, Anna Hamilton	AI Regulation, So What? Scott Zoldi, Daniel Nestel, PR Stark	Ask the Expert: How Data and AI Empower Digital Transformation at Banco Bradesco Henrique Albuquerque, Christian Reichel, Jim Neumann	Self-Service Should Never Mean "You're on Your Own" Darryl Knopp, Alex Johnson, Rodolfo Zerbini	Designing Workflows, Case Management, and Alerting with FICO® Platform Chris Tarabochia	Sony's Interactive Entertainment's PlayStation Network Succeeds with a Platform Approach to Fraud Prevention Fernando Lopez, Mehak Bhat	FICO® Score Fundamentals - Part #1 Julia Wooding, Gigi Ligons	11:00 - 11:30am Broadening Financial Inclusion in Mexico for an Additional 8 Million Eligible Consumers George Shand, Alejandro Cesar Cardini May
	11:45 AM - 1:15 PM	Lunch							
	1:15 PM - 2:00 PM	Strengthen Your Fraud Detection Capabilities with Essential FICO® Falcon® Add-Ons Andrew Manuel, Patricia Reid, Shane Malloy, Armando Junior	Tackling New Debt Collection Regulations and Policy: Opportunities in Loss Prevention Jo Ahearn, Leah Dempsey, Rebecca Kuehn, Dr. Alecia Jacobs	Machine Learning-Powered Optimization Dinakar Gado, Oliver Bastert	How to Improve the Speed and Quality of Your Credit Decisioning Process Burke George	What's New in FICO® Platform: An Architectural View Art Akerman, Sean Baseman	No More Waiting on the Telco Guy: How Cox Optimized Collections with Interactive, Expedient Customer Communications AJ Travaglino, John Craven	FICO® Score Fundamentals - Part #2 Julia Wooding, Gigi Ligons	1pm - 1:30pm FICO® Platform Demo: Business Outcomes Therese Henry, Libin Varghese
	2:00 PM - 2:45 PM	Break							
2:45 PM - 3:30 PM	Financial Wellness: How to Help Customers Get From Here to There Glenn Grossman, Dr. Gerald Fahner, Larry Rosenberger, Sebastian Valera	Fair Lending Tune-Up Brent Lindahl, Nick Schmidt, Rebecca Kuehn	Transforming Telcos in The Era Of Hyper-Personalization Brandon Bowman		The Decision Model: Define Your Strategies by Drawing Simple Diagrams Richard Lagerweij	Fraud Analytic Innovation – Sophisticated Tools for Challenging Times Tanya Baker	Fraud Reduction Case Study – How a Brazilian Local Network With Multiple Issuers Succeeded Lori Grandin	1:45 - 2:15pm FICO® Platform Demo: Data, Insights and Actions Therese Henry, Ignacio Gonzales, Chris Frothinger	
3:30 PM - 4:00 PM	Break								
4:00 PM - 4:45 PM	ESG – The Need to Know and the Need to Act Nick Myatt, Dave Smith, Vincente Quiroga, Rafael Grego	Overdraft Conundrum: What to Do Next? Glenn Grossman, Alex Johnson	Innovation in Customer Behavior Models: Adopting Optimization and Action Effect Modeling Ryan Weber, Serhan Pak	The Value of Transforming to a Data-Driven Digital Collection Shop: Two Years On Sibulelo Ncamani	Ask the Expert: Leading the Digital Revolution, Rather Than Falling Victim to It at BMO Elizabeth Billyard, Mike Henriques, Mazen Moussa, Jim Neumann	Five Platform Essentials to Fight Fraud TJ Horan	Fraud in the Pandemic – Rising to the Challenges Without Negatively Impacting Customer Experience Ulisses Okamoto	2:30 - 3:00pm Optimizing Consumer Interactions for Vehicle Finance Ken Kertz, Jim Patton	
5:00 PM - 6:00 PM	Peer-2-Peer Roundtables and Happy Hours								
6:30 PM - 11:00 PM	FICO World Party								

FRIDAY MAY 13	7:30 AM - 9:00 AM	Breakfast							
	8:30 AM - 12:00 PM	Innovation Center Open							
	9:00 AM - 9:45 AM		Unleashing the Potential of AI-Powered Decisions: Secrets for Operationalizing Your Data Science Investments Mazen Moussa	Analytics is a Team Sport Jim Patton, Adem Yilmaz	Digital-by-Default Collections: Agile Decision Management Is Key Ulrich Wiesner	AI in the Connected Decisions Platform Chris Frothinger	Application Fraud – Rules, Models, and Humans Andy Pollock, Supriti Singh		
	9:45 AM - 10:15 AM	Break							
	10:15 AM - 11:00 AM	Optimization for the Enterprise – Why Investing in Prescriptive Analytics is Critical Matt Stanley, Petr Kapoun, Paul Robinson, Daniela Leon		Open Banking Analytics: It's My Data and It's My Decision Tanya Baker		Authoring and Orchestrating Impactful Decisions with FICO Platform Kerem Ozdamar, Roberto Guliani	Customer-Centric Enterprise Fraud Management with Falcon Fraud Manager Armando Junior, Saulo Fernandes	Minimize Fraud and Optimize the Customer Experience? Learn how Latin American Banks Accomplished This. Armando Junior, Saulo Fernandes	
11:30 AM - 12:45 PM	General Session 3								
12:45 pm	Conference Closed/Grab & Go Lunch								