



Gartner
Business Continuity
Management
Summit 2009

ATTENDEE CONFIRMATION PACKAGE

Dear Attendee:

Thank you for registering for the **Gartner Business Continuity Management Summit, April 27-29, 2009** at the **Sheraton Chicago Hotel & Towers** in **Chicago, IL**.

To assist you in preparing for the conference, enclosed you will find detailed information regarding the following topics:

- General Conference Information
- Agenda Builder
- Gartner Analyst One-on-One Appointments and Analyst/User Roundtables
- Online Documentation Access
- Your Justification Kit

Please log onto gartner.com/us/bizcon to view the latest agenda, conference updates, schedule Analyst One-on-One Appointments, Analyst/User Roundtables and/or Face-to-Face Sponsor Meetings.

If your conference registration is not paid in full, payment is due prior to the start of the conference by company check, credit card or Gartner Conference Ticket. Please note: If your conference registration is paid in full by **Friday, April 10, 2009**, you will receive access to pre-event conference documentation via email.

If you have any questions, comments and/or concerns regarding the Gartner Business Continuity Management Summit please contact our Registration Team at 1 866 405 2511 (US and Canada), +1 650 226 0825 (International) or send an email to us.registration@gartner.com and we'll be happy to assist you.

Sincerely,

The Gartner Worldwide Events Team

Refer a Colleague & Get Gartner Events On-Demand for FREE!

Refer a colleague to the Business Continuity Management Summit, and you AND your colleague will each receive **FREE** on-demand access to the synchronized PowerPoint slides and live audio of all Gartner sessions from this event (\$595 value). To take advantage of this special offer, please call 1 866 405 2511 (US and Canada) or +1 650 226 0825 (International) and reference **PRIORITY CODE: BCMOD**.

GENERAL CONFERENCE INFORMATION

TIME:

For your convenience, pre-conference registration will take place in the **Sheraton Ballroom Promenade (Level 4)** of the **Sheraton Chicago Hotel & Towers Convention Space** on Sunday, April 26, 2009 from 3:00 p.m. – 6:30 p.m. Registration will re-open Monday, April 27 at 7:00 a.m. The conference Welcome Address will commence on Monday, April 27 at 8:00 a.m. The conference will adjourn Wednesday, April 29 at 12:00 p.m.

DOCUMENTATION:

On-site you will receive a documentation key (included in your conference materials) which will grant you access to conference documentation via the Web. Please note that paper documentation will not be available on-site. There are limited printing facilities at the **Sheraton Chicago Hotel & Towers**; please contact the hotel directly for business center pricing information +1 312 329 7000.

PRE-EVENT DOCUMENTATION ACCESS:

Full payment received by **5:00 p.m. Friday, April 10** will allow you pre-event access to any conference documentation available at that time. The conference documentation key along with online documentation access instructions will be distributed via email, approximately 14 business days prior to the event.

HOTEL CONTACT INFORMATION:

Sheraton Chicago Hotel & Towers
301 East North Water Street
Chicago, Illinois 60611 USA
Phone: +1 312 329 7000
Website: www.sheratonchicago.com

RESERVATIONS: **BOOK NOW TO SECURE SPECIAL GARTNER RATE!**

As an attendee you are responsible for booking your own hotel reservations. You may do so by contacting the **Sheraton Chicago Hotel & Towers** directly at +1 312 329 7000. Please specify that you are attending the Gartner Business Continuity Management Summit to receive the special nightly group rate of \$239.00 (plus tax). The Gartner room block will be held at this rate until March 30, however please contact the hotel as the rate may still apply after the 30th. Check-in time at the Sheraton Chicago Hotel & Towers is 3:00 p.m.; check-out is at 12:00 p.m.

AIRPORTS AND TRANSPORTATION:

O'Hare International Airport (ORD)

- O'Hare International Airport (ORD) is located approximately 20-25 minutes from the Sheraton Chicago Hotel & Towers. Taxi service is available for approximately \$35-\$40 USD one-way.
- Airport Shuttle Express service is available to and from O'Hare International Airport. The shuttle service from O'Hare International Airport for the downtown hotels departs every 10 to 15 minutes throughout the day. To O'Hare International Airport, the shuttle departs the hotel every half hour at: 25 and: 55 past the hour between 4:55 a.m. and 7:25 p.m. Rates are approximately: \$27.00 one-way (per person) \$49.00 round trip (per person).
- Private limousine and sedan service for to the Sheraton Chicago Hotel & Towers is available at the O'Hare International Airport Ground Transportation Area for approximately \$110 USD and up (one-way).
- Blue Line Train: 24-hour service is available to the Sheraton Chicago Hotel & Towers; cost is \$2.00 one-way per person; travel time to downtown is 40 minutes; exit train at LAKE/CLARK. The hotel is approximately a \$5.00 taxi ride from the train station.

Midway Airport (MDW)

- Midway Airport (MDW) is located approximately 15-20 minutes from the Sheraton Chicago Hotel & Towers. Taxi service is available for approximately \$25-\$30 USD one-way.
- Airport Shuttle Express service is available to and from Midway Airport. The shuttle service from Midway Airport for the downtown hotels departs every 20 minutes throughout the day. To Midway Airport, the shuttle departs the hotel every half hour at: 05 and: 35 past the hour between 5:35 a.m. and 7:35 p.m. Rates are approximately: \$20.00 one-way (per person) \$36.00 round trip (per person).
- Private limousine and sedan service for to the Sheraton Chicago Hotel & Towers is available at the Midway Airport Ground Transportation Area for approximately \$110 USD and up (one-way).
- Orange Line Train service is available to the Sheraton Chicago Hotel & Towers: hours are 5:15 a.m. to 11:30 p.m.; cost is \$1.75 one-way per person; travel time to downtown is 25 minutes; exit train at LAKE/CLARK. The hotel is approximately a \$5.00 taxi ride from the train station.

PARKING:

- Valet Parking is available at the Sheraton Chicago Hotel & Towers for approximately \$48 USD a day. In and out privileges available.
- Self Parking is available at the Sheraton Chicago Hotel & Towers for approximately \$34 USD a day. In and out privileges are not available.

EXPENSES:

All conference costs including transportation, lodging and extra meals are at each participant's expense. Gartner will provide for certain services such as select meals, refreshments and entertainment. The Sheraton Chicago Hotel & Towers accepts all major credit cards. An ATM is located in the hotel lobby for your convenience.

AREA ATTRACTION INFORMATION:

Sheraton Chicago Hotel & Towers is ideally located in the heart of downtown Chicago. Overlooking the Chicago River, the hotel is within walking distance of Navy Pier, Magnificent Mile, Millennium Park, the Loop business district, the Art Institute and more. For romantic getaways, family vacations, business trips or meetings, the Sheraton Chicago Hotel & Towers puts the entire city at your doorstep.

NON-SMOKING POLICY:

Gartner, along with the Sheraton Chicago Hotel & Towers maintains a non-smoking policy for all meeting rooms and conference meal functions. We thank you in advance for your cooperation.

CANCELLATIONS AND SUBSTITUTION POLICY:

Registrations may be refunded or a ticket re-activated, if the cancellation is made in writing up to 15 business days prior to the start of the event. Cancellations received within 15 business days of an event or non-attendance will not be refunded and/or the ticket will be kept. Substitution of registrations may be made at any time up to the start of the conference. Sharing of attendee passes is not permitted.

This conference is sponsored by Gartner which reserves the right, at its sole discretion, to limit or deny access to the conference to any entity or individual. Gartner's receipt of an application and/or payment does not constitute acceptance. Application and payments that are not accepted will be returned.

ATTIRE:

While many attendees choose to wear business attire to conference sessions, business casual attire is equally appropriate. We suggest that you bring informal attire for free time comfort. Temperatures in meeting rooms may vary, thus we also suggest that you dress in layers. The temperature in Chicago in April ranges from an average low of 39 degrees to an average high of 57 degrees.

BUSINESS CARDS:

Please bring business cards with you to the conference to help expedite registration formalities and to assist with networking.

PHOTOGRAPHY, VIDEO & AUDIO RECORDING:

All forms of photography, video, and audio recording are prohibited at all event sessions, presentations, exhibitions, functions, and meals without prior written permission from Gartner.

SPECIAL NEEDS:

Do you have special needs (dietary, etc.) that we can address to make your participation more enjoyable and meaningful? Please contact Christine Walsh at +1 203 316 3864 or christine.walsh@gartner.com to advise of your needs.

QUESTIONS:

If you have any questions, comments and/or concerns regarding the Gartner Business Continuity Management Summit, please contact our Registration Team at +1 866 405 2511 (US and Canada), +1 650 226 0825 (International) or send an email to us.registration@gartner.com.

JUSTIFICATION KIT

Building Your Roadmap and ROI Reporting Made Simple: We're making it easier than ever to justify your investment in attending the Summit. Don't wait until your back in the office to pull all your thoughts and notes together. Leverage the ROI Worksheet that will help organize what you learn and provide you the blue-print to develop your BCM roadmap for success. Use the Post-Event Brief including notable takeaways as well as a customizable Trip Report to make it easy to recap the Summit experience and demonstrate the return on your investment. [Click here](#) to access the justification kit for the Gartner Business Continuity Management Summit.

AGENDA BUILDER

Our conference [website](#) includes an [Agenda Builder](#) function that allows you to:

- Create a personalized agenda ahead of the summit
- Export your personalized agenda to your Outlook calendar
- Schedule Gartner Analyst One-on-One Appointments and Face-to Face Sponsor Meetings
- View and download conference documentation/presentations.
- View our current list of Sponsors
- Now Available! Agenda Builder for your [Mobile Device](#)

ANALYST/USER ROUNDTABLES (AURs)

All User attendees are invited to register for Analyst/User Roundtable sessions. These discussions are focused on a specific topic, moderated by a Gartner analyst, with limited seating per session. Analyst/User Roundtables are a great forum for hearing what your industry peers are experiencing on topics and issues similar to yours. We would encourage you to pre-book these sessions before arriving on-site. Alternatively, you may register on-site via the One-on-One Registration desk. Bookings will be taken on a first come first served basis. [Click here](#) to schedule and view a full listing of AURs for the Gartner Business Continuity Management Summit.

GARTNER ANALYST ONE-ON-ONE APPOINTMENTS

Gartner Analyst One-on-One Appointments are 30-minute private meetings with our analysts where clients can ask questions related to their specific needs and issues. Pre-event registration via our online Agenda Builder for Gartner Analyst One-on-One Appointments is available for Monday, April 27 only. Appointments for Tuesday and Wednesday may be scheduled on-site at the One-on-One Registration Desk beginning Sunday, April 26.

ONLINE DOCUMENTATION ACCESS

In accordance with global green initiatives Gartner now only offers online access to conference documentation/presentations. If your conference registration is paid in full approximately two weeks (by 5:00 p.m. (EST) April 10) prior to the event you will receive an email providing you with the conference documentation key and online documentation access instructions. The key will allow you to access and download all conference documentation available at that time. We encourage you to take advantage of this offer to preview sessions and plan your time at the conference.

You will also receive the conference documentation key and online access instructions upon registering on-site. If you wish to view session documentation while onsite, we encourage you to bring your laptop and spare batteries. Wireless connectivity will be available in all session rooms as well as throughout the conference space to assist with viewing presentations while attending the conference. If you desire hard copy, it is a good idea to print-out conference presentation before leaving the office, as there are limited printing facilities at the Sheraton Chicago Hotel & Towers.

ATTEND ANOTHER CONFERENCE

Plan your attendance at another Gartner conference! For an up-to-date listing of 2009 events and to receive updated, detailed information as it becomes available, please visit Gartner.com/events. You may also contact our Registration Team at +1 866 405 2511 (US and Canada), +1 650 226 0825 (International) or send an email to us.registration@gartner.com and we'll be happy to assist you in registering for another Gartner Event.