



NCR Public Buildings Service



## Customer Connections 2010 Schedule

*Partnering With Our Customers In Service For America*

**November 2, 2010**

8:00 a.m. - 3:00 p.m.

### **TRACK ONE: 8:00 a.m. – 8:50 a.m. (Early Bird Classes)**

1. **Delegations: Where Does GSA End and My Agency Begin?**
2. **The NCR FAS Model**
3. **Energy & Sustainability: Using the Tools We Have Now for a Sustainable Future**
4. **Excess Personal Property**

### **OPENING SESSION: 9:00 a.m. – 9:50 a.m.**

Welcome & Opening Remarks .....	<b>Cathleen Kronopolus</b> <b>Regional Commissioner</b> <b>Public Buildings Service</b> <b>GSA National Capital Region</b>
Keynote Address .....	<b>Julia E. Hudson</b> <b>Regional Administrator</b> <b>GSA National Capital Region</b>

### **TRACK TWO: 10:00 a.m. – 10:50 a.m.**

1. **Comprehensive Professional Energy Services (CPES) Blanket Purchase Agreement (BPA)**
2. **Leveraging Mobility, Managing Place: How Changing Work Styles Impact Real Estate and Carbon Footprint**
3. **Pricing Policy and Execution**
4. **Contracting for the Non-Contracting Officer**
5. **Collaborative Leadership**
6. **Putting It All Together – Location Policy, Lease Enforcement and the Local Jurisdictions (NOTE: This class is from 10:00 a.m. – 12 noon)**

**TRACK THREE: 11:00 a.m. – 11:50 a.m.**

1. Federal Strategic Sourcing Initiative (FSSI)
2. Fleet Management
3. HSPD-12
4. Reimbursable Work Authorizations

**LUNCHEON: 12:00 p.m. – 1:00 p.m.**

Luncheon Speaker ..... Gerald Charles, Jr.  
 Executive Advisor, Public Sector  
 Cisco Internet Business Solutions Group

**TRACK FOUR: 1:15 p.m. – 2:00 p.m.**

1. Security: It's Priceless
2. Concessions: Inside the Federal Government
3. Heating Operation Transmission District (HOTD): The Energy Manager Web Browser
4. Finding Your Authentic Leadership Style
5. Excess Real Property...Is It An Asset or a Liability?
6. Green Procurement Using GSA e-Tools and Global Supply  
 (NOTE: This class is from 1:15 p.m. – 2:30 p.m.)

**TRACK FIVE: 2:15 p.m. – 3:00 p.m.**

1. WITS3
2. Energy & Sustainability: Using the Tools We Have Now for a Sustainable Future
3. Delegations: Where Does GSA End and My Agency Begin?
4. Excess Personal Property
5. The NCR FAS Model

