



TENNESSEE BANKERS
ASSOCIATION *Service Since 1890*

Strategic Technology *Conference 2011*

April 26 & 27

*Embassy Suites Hotel and Conference Center
Murfreesboro*

*Improving efficiency
through the use of
technology*

Strategic Technology Conference 2011

Improving efficiency through the use of technology

WHO SHOULD ATTEND

CEOs, senior operations officers, senior department heads, IT directors, and anyone responsible for making technology decisions within your institution.

FULL CONFERENCE AGENDA

Tuesday, April 26

7:30 am **Registration – Mirabella Foyer**
Continental Breakfast – Exhibit Area / Mirabella E

8:30 am **General Session – Mirabella F**
Call to Order
Judy Long, Committee Chairman and Executive Vice President/Chief Operations Officer, First Citizens National Bank, Dyersburg

8:45 am **Technology as Strategy for the Upturn: Post-Recession Psychology & the Art of the Nudge**



Wetherington

Lee Wetherington, AAP, Director of Strategic Insight, ProfitStars®, Jack Henry & Associates, Inc, Habira, GA

In tight times, banks typically get back to basics: reducing expenses and increasing profitability. Recently, though, getting back to basics has not been so basic in the face of dismal unemployment, declining fee income, and precious little loan demand. So, what to do now? The answer is simple but profound, and at its core is technology and psychology. To attract and secure profitable customer relationships, banks must leverage technology in ways that capitalize on post-recession psychology, shifting demographics, and payments trends. Join Lee Wetherington for a unique, bottom-line view of what banks must do to meet the new demands of post-recession consumer psychology and thrive in the new era.

10:00 am **Break – Exhibit Area / Mirabella E**

EXHIBITOR DEMONSTRATIONS

Technology exhibits will be on display all day on Tuesday, April 26, in Mirabella E Ballroom, with continental breakfast, refreshment breaks, lunch, and reception set up in the exhibit area. Please make time to visit with exhibitors during the day to see new product demonstrations and hear about the latest technologies. Be sure to complete your exhibitor card with initials from each booth to be eligible for prizes to be awarded during the closing reception.

10:30 am

Cybercrime in Electronic Payments – Mirabella F



Moore



Augenbaum



DaSilva

Moderator: Jodi Moore, Senior Account Executive, Nashville Branch, Federal Reserve Bank of Atlanta, Nashville, TN

Panelists: Scott Augenbaum, Cyber Crime Supervisor, Federal Bureau of Investigation-Memphis Division, Nashville, TN; and Tony DaSilva, AAP, CISA, Senior Examiner, Federal Reserve Bank of Atlanta, Atlanta, GA

Cybercrime, criminal activity using computers and the internet, is a growing concern. If you think it won't happen to you—think again and take action! Two experts in the ACH and electronic payments arenas will share experiences in the field and provide helpful tips and tools to strengthen your defense and that of your customers against cybercrime. Focusing on small banks, they will discuss the emerging threat of computer intrusions/cybercrime in the financial services sector from Eastern European organized crime enterprises, and how cyber criminals are using Web 2.0 technologies to steal money out of bank accounts through ACH and wire transfers. The presentation also will include a case study on the risks of using Facebook pages to promote bank business.

Noon - 1:15 pm Lunch – Exhibit Area / Mirabella E

1:30 –
2:30 pm

Concurrent Workshops

Workshop #1 – Executive Track – Broadlands AB

Can We Maintain Efficiency in the Midst of Regulatory Reform?

Moderator: Thomas H. Payne, PhD, Dunagan Chair of Excellence in Banking, The University of Tennessee at Martin, Martin, TN

Panelists: Steve Holt, Senior Vice President/Chief Operations Officer, Andrew Johnson Bank, Greeneville, TN; Judy Long, Executive Vice President/Chief Operations Officer, First Citizens National Bank, Dyersburg, TN; and Kenneth K. Mattox, CPA, Senior Vice President/Chief Financial Officer, CedarStone Bank, Lebanon, TN



Payne



Holt



Long



Mattox

As more and more regulations are handed down, how do banks manage the impact on efficiency ratios? Do the regulations mean we must hire more people? How do we manage the ever increasing record-keeping responsibilities? This informed panel will explore the changes in the regulatory landscape and how they have minimized the impact to their efficiency ratios.

continued on the next page

CONFERENCE AGENDA *continued*



Brown



Burnette



Davis



Griggs



Pierce



Wessel

Concurrent Workshops continued

Workshop #2 – Technical Track – Cambridge AB

Cybercrime: A Clear and Present Danger

– Combating the Fastest Growing Security Threat

Moderator: Mark Brown, MBA, CISSP, CISA, Information Security Officer, Pinnacle National Bank, Nashville, TN

Panelists: Mark Burnette, CPA, CISA, CISSP, CISM, ITIL V3 Foundations, CRP, CITP, CGEIT, President, Central Region, MainNerve, Inc, Nashville, TN; Jeff Davis, Director of Engineering, Quaresso Software Technologies, Austin, TX; Paul E. Griggs, Security Engineer, Cadre Information Security, Cincinnati, OH; Chuck Pierce, Senior Consultant, Prosys Information Systems, Franklin, TN; and Jason Wessel, Systems Engineer-Ohio Valley, Palo Alto Networks, Loveland, OH

Cybercrime is a clear and present danger to the world's online commerce, particularly online bank ACH and wire transfers. While new electronic tactics and ploys employed by organized crime are gathering and taking over multitudes of corporate online financial accounts from client workstations, many financial institutions may not be aware of the latest tools and techniques to combat these ever-growing threats. In this session, attendants will listen to our panel of security experts, representing cutting-edge vendors and top-reseller engineers, to hear about the latest tools and techniques to thwart corporate account takeover—inside your firm, and perhaps more importantly, at your client's endpoint (web browser).

2:30 pm

Break – Exhibit Area / Mirabella E

2:50 -
3:50 pm

Concurrent Workshops

Workshop #3 – Executive Track – Broadlands AB

Reducing Online Risk with a Risk Assessment

Donna S. Ashworth, AAP, Executive Director, Tennessee Automated Clearing House Association, Goodlettsville, TN; and Stewart Fey, CISA, CISSP, QSA, HITRUST, Senior Manager, LBMC Risk Services, Brentwood, TN



Ashworth



Fey

With so many online and internet threats facing banks and their customers as they conduct financial business electronically, it is important to adequately assess your bank's risk to these threats. Join experts as they discuss procedures and best practices related to conducting a risk assessment and show how a mature risk-assessment process can be the foundation for securing your ACH as well as other multi-channel applications such as remote capture, online banking, cash management, and others.



Rimondi

Workshop #4 – Technical Track – Cambridge AB

Security on a Shoestring

Christopher G. Rimondi, Security+, GSEC, GCIH, CISSP, Director of Technology Services, IAS537, Chattanooga, TN

In today's economy, it is increasingly harder to get money budgeted to improve security. However, it is a fact that criminal activity increases in economic downturns. Additionally, the bank's IT staff is overloaded and short on time for configuration. Rimondi will discuss a number of free tools that can help improve your security and are also fairly simple to implement. He also will explain how these tools map to specific FFIEC guidance.

3:50 pm

Break – Exhibit Area / Mirabella E

4:10 - 5:10 pm

Concurrent Workshops

Workshop #5 – Executive Track – Broadlands AB

What the Future Holds for Core Processing

Moderator: *Scott Harrison*, Senior Vice President/Information Technology Manager, First Volunteer Bank of Tennessee, Chattanooga, TN

Panelists: *Bob Ezell*, Vice President of Product Marketing, Computer Services, Inc, (CSI), Paducah, KY; *Mark Forbis*, Vice President/Chief Technology Officer, Jack Henry & Associates, Inc, Monett, MO; *Paul Keen*, Vice President/Head of Business Development, Fiserv, Inc, Brookfield, WI; and *David Ladic*, Vice President/Industry Solutions Consulting, FIS, Jacksonville, FL



Harrison



Ezell



Forbis



Keen



Ladic

With regulatory reform coming down on banks, what does this mean for our core processing solutions? In the current economic environment, how will our core processing solutions make us more efficient? This panel of industry experts will share their perspectives on how the market is changing. This is a great opportunity to have experts from the major vendors of core processing solutions in one place to help guide us for the future. Do you have a burning question about core technologies that needs to be answered? If so, bring it with you, and let our panel of experts answer it!

Workshop #6 – Technical Track – Cambridge AB

Deploying Mobile Devices across the Bank – Risks and Rewards

Winn Schwartau, Chairman, Board of Directors, MAD Partners, LLC, Atlanta, GA; and *Jack Vonder Heide*, President, Technology Briefing Centers, Inc, Oak Brook, IL

With iPhones, Droids, iPads, and other computer and mobile devices growing in popularity, is it finally time for IT to embrace the use of multiple types of mobile devices? Everyone from senior management to Gen Y employees wants to use the same devices at the office that they use at home—but is the security risk too high? Or, are there mobile technologies that might actually *decrease* risk? These devices have the potential to reduce paperwork, lower costs, improve productivity, and increase responsiveness to internal and external customers. To find out more about how to increase efficiency without sacrificing security, be sure to join our experts for this entertaining and informative session that will address what policy makers need to know about iPhones, iPads, and mobile enterprise compliance and privacy. **Be sure to be in the room on time for a surprise beginning to the session.**



Schwartau



Vonder Heide

5:15 -

6:15 pm

Reception/Door Prizes – Exhibit Area / Mirabella E

Reception sponsored by **Elite Financial Products, Inc**, Clarksville, TN

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CONFERENCE AGENDA *continued*

Wednesday, April 27

8:00 am **Registration/Continental Breakfast – Mirabella Foyer**

8:30 am **General Session – Mirabella F**

Call to Order

Judy Long, Committee Chairman and Executive Vice President/Chief Operations Officer, First Citizens National Bank, Dyersburg

8:45 am **Social Media Best Practices: Engaging Customers while Minimizing Risk**



Vonder Heide

Jack Vonder Heide, President, Technology Briefing Centers, Inc, Oak Brook, IL

Banks are experimenting with social media, but many limit their efforts to a simple Facebook page. Some use a wider variety of tools but are concerned about compliance issues and other risks. This timely program discusses the social media best practices that are emerging and how banks of all sizes can use social media cost effectively to serve existing customers, attract new customers, and build stronger relationships in their communities. This session includes actual experiences from banks around the country, the technology choices that make the most sense, and important tips for managing risk.

10:00 am **Break – Mirabella F**

10:15 am **A Penny Saved Is More than a Penny Earned: Leveraging Technology to Improve Efficiency, Profitability, and Customer Service – Mirabella F**



Wetherington

Lee Wetherington, AAP, Director of Strategic Insight, ProfitStars®, Jack Henry & Associates, Inc, Habira, GA

Customers continue to demand more convenience, security, and service beyond balance updates. Lingering unemployment and economic uncertainty are driving demand for simpler, better ways to manage finances and cash flow among high-value consumers and businesses. At the same time, banks are re-evaluating product offerings in the face of increased regulatory costs and fee limitations. Successful banks must improve their capital standing and efficiency while also providing customers with the tools and services that they need. This session will provide specific ways for your bank to leverage technology to build market share and improve profitability. Mobile banking/payments and new tablet devices (eg, iPads, Blackberry Playbooks, etc) will be discussed. Wetherington also will demonstrate how to use technology to grow your relationships through consumer (PFM), business (OFM), and bank (FM for the FI) financial management tools. Don't miss this informative and entertaining review of the latest strategies, tactics, and technologies that will help your bank exploit the extraordinary opportunities that lie ahead.

11:15 am **Closing Comments / Adjourn**

2010-2011 TECHNOLOGY COMMITTEE



Chairman: Judy Long, Executive Vice President/Chief Operations Officer, First Citizens National Bank, Dyersburg

Marcie Angle, Business Development, LBMC, Managed Security Services, Brentwood

Dustin Atkins, Data Security Officer/Network Administrator, Peoples Bank of East Tennessee, Madisonville

Joe Atnip, Vice President/Information Technology Officer/Information Security Officer, Legends Bank, Clarksville

Chris Auditore, Vice President Technology, Traders National Bank, Tullahoma

Mark Brown, MBA, CISSP, CISA, Information Security Officer, Pinnacle National Bank, Nashville

Jeff Cummings, Vice President/Data Processing Manager, The Hardin County Bank, Savannah

Randy Dover, Vice President/Information Technology Officer, Cornerstone Community Bank, Chattanooga

Steve DuPerriue, Director of Product Marketing, Computer Services, Inc, Paducah, KY

Jeffery Gunter, Vice President, Chief Information Officer, The Citizens Bank of East Tennessee, Rogersville

Scott Harrison, Senior Vice President/Information Technology Manager, First Volunteer Bank of Tennessee, Chattanooga

Kevin Herrington, AAP, Senior Vice President/Chief Information Officer, Franklin Synergy Bank, Franklin

Lisa Lyman, Vice President/Correspondent Banking Department, Fifth Third Bank, Cincinnati, OH

Jodi Moore, Senior Account Executive, Nashville Branch, Federal Reserve Bank of Atlanta, Nashville

Rick Murray, Executive Vice President/Chief Financial Officer, Commerce Union Bank, Springfield

Jonathan Nason, Senior Manager-Consulting Services, Reynolds, Bone & Griesbeck, PLC, Memphis

Thomas Payne, PhD, Dunagan Chair of Excellence in Banking, University of Tennessee at Martin, Martin

Jay Rinehart, Chief Operations Officer, Citizens Bank of Lafayette, Lafayette

Terry Solina, Vice President, Fiserv, Inc, Mount Juliet

Shannon Stockwell, System Administrator, Citizens Tri-County Bank, Dunlap



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Elite Financial Products, Inc, Clarksville, TN – Reception April 26

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Strategic Technology Conference 2011

SPEAKERS



Donna S. Ashworth, AAP, is the executive director for the Tennessee Automated Clearing House Association (TACHA) and has worked for TACHA for the past 20 years. In this capacity, she is responsible for the overall management of the association, audit services, risk assessments, training, and consulting.

Ashworth has served on several committees for the National Automated Clearing House Association (NACHA) and the Regional Payments Association Forum Group. She participated as a speaker at NACHA's Payments 2010, has conducted training at the Federal Reserve Bank of Atlanta, and conducts numerous training sessions on ACH across the state. A graduate of Murray State University, Ashworth also holds a General Banking Diploma from the American Institute of Banking.



Scott Augenbaum, supervisor special agent, is the cyber crime supervisor in the FBI Memphis Division and manages the program in Nashville and Memphis with a staff of seven special agents. The FBI's Cyber Program includes computer intrusion investigations, online child exploitation, intellectual property rights, and internet fraud.

Augenbaum began his career with the FBI in the New York field office in 1988 as a support employee in the financial management section. In 1994, he went to the FBI Academy and became a special agent. During his early tenure with the FBI, Augenbaum worked in domestic terrorism, white collar crime, and computer crime investigations. After September 11, he was appointed joint terrorism task force coordinator for the Syracuse, New York, office, and in 2004, he was promoted to a supervisory special agent in the cyber division at FBI headquarters. He was responsible for managing the resources of the 72 FBI cyber task forces throughout the United States. In addition, Augenbaum was responsible for the management oversight of the internet fraud and intellectual property rights program.



Mark Burnette, CPA, CISA, CISSP, CISM, ITIL, V3 foundations, CRP, CITP, CGEIT, is president of the central region of MainNerve, Inc, based in Nashville. He is co-founder and former president of the Middle Tennessee Chapter of the Information Systems Security Association (ISSA); co-founder of InfoSec Nashville, the annual information security conference co-sponsored by the ISSA and the ITC;

and co-founder of the Southeast CSO Council, a community for senior security leaders in the Southeast. Burnette currently serves as the InfoSec sector leader for the State of Tennessee Office of Homeland Security Advisory Council and serves on the information security advisory board for the Metropolitan Government of Nashville and Davidson County, advising the Nashville mayor regarding information security issues facing the city.

Honored for his work in the industry via numerous awards, Burnett was recently selected as an ISSA International Fellow, a designation reserved for the top two percent of the world's security leaders. He is an adjunct professor in the business department at Belmont University.

Prior to joining MainNerve, Burnette built and led information security functions for two publicly traded corporation and worked for several years in key leadership roles with two of the Big Four accounting firms. He earned his BS degree in accounting from Carson-Newman College and his Master of Accountancy from the University of Tennessee in Knoxville.



Tony DaSilva, AAP, CISA, has been a senior examiner with the Federal Reserve Bank of Atlanta since 2003. He is a member of the community bank risk team focusing on back-office operations functions, IT, and payment processing functions. DaSilva has 21 years of commercial banking experience, including 18 years with Citizens & Southern Bank of Georgia, now Bank of America, and with Prudential Bank. He has held management and senior management positions in deposit operations, item processing, credit card, merchant credit card, ACH, loan processing, branch support, and remittance processing. He also has product, marketing, sales, project, and client relations management experience.

He has been an instructor for AIB, the ABA National Retail Credit School, and a regular speaker at ABA, NACHA, BAI, and other regional conferences. DaSilva received his bachelor's degree from North Georgia College and his master's degree in management from the University of Alabama in Huntsville.



Jeff Davis is director of engineering at Quareso Software Technologies. He has more than 10 years of application and web development experience, focusing on information security. Previously, Davis served as engineering manager at Blue Coat Systems, managing a web application and product engineering team for several products. Prior to joining Blue Coat, he was a senior engineer at Permeo Technologies, which was acquired by Blue Coat. Davis has also held a variety of engineering and development positions with Cobb Information Systems, Unbound Technologies, and Concero. He earned his BS degree in computer engineering from The University of Texas at Austin.



Bob Ezell is vice president of product marketing for Computer Services, Inc. (CSI). During his 22 years at CSI, he has worked in a variety of roles, from account management to leading development efforts of several product lines. Prior to CSI, Ezell spent four years in the financial services industry.

A past president of the Association of Financial Technology, he serves on the board of the community scholarship program for West Kentucky Community and Technical College. Ezell holds both BS and MBA degrees from Murray State University and is a graduate of Leadership Paducah.

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SPEAKERS continued



Stewart Fey, CISA, CISSP, QSA, HITRUST, senior manager of LBMC Risk Services, has over 10 years' experience in the security and audit industry. Fey serves as LBMC's technical security specialist with significant experience in network, web, and application security penetration assessments. He is also LBMC's lead PCI assessor, conducting numerous security engagements related to the Payment Card Industry Data Security Standard (PCI DSS).

His previous experience includes senior manager of IT internal audit with a Fortune 100 healthcare company. Fey is active in the security and audit community, has published security-related in various trade magazines, and frequently speaks on IT security-related matters. He is a graduate of the University of Tennessee, Knoxville, with an emphasis in information technology.



Mark Forbis is vice president and chief technology officer with Jack Henry & Associates. He began his career in 1982 with Systematics (now Fidelity Information Systems) in its data center while attending the University of Arkansas. Next, Forbis moved to BankTec, another start-up data center, serving as operations manager. He joined Jack Henry & Associates, Inc. in 1988, where he has worked with CIF 36, SilverLake, installation services, research and development, and image and item processing. In 2003, Forbis became general manager of technology services, focusing on the technology direction of the company's core banking solutions, as well as numerous complementary products. He was named to his current post in 2006.



Paul Griggs, CISSP, CISA, CISM, PCI QSA, is the security engineer for Cadre Information Security. He joined the company in 2007 with a strong IT audit and management consulting background. Griggs has over 20 years in the IT industry with half of that experience focused on IT security and controls. His deep exposure to a wide variety of IT infrastructures accounts for his detailed knowledge regarding a variety of platform and network controls, including AIX, HP-UX, Linux, Solaris, Windows, TCP/IP, switches/routers, firewalls, IDS/IPS systems, and application layer gateways. He is an Aruba certified mobility associate.



Steve Holt is a senior vice president at Andrew Johnson bank in Greenville where he oversees information technology, deposits, risk management, BSA, and compliance. Since his employment in 2004, the bank has added check imaging, ACH origination, a new internet banking system, branch capture, merchant capture, and mobile banking.

Holt began his career in the financial industry while a sophomore in high school as a part-time employee with Third National Bank. In 1977, he went to work for United American Service Corporation, a bank processing company, where he was involved in system software conversions in over 100 banks in a 17-year period. He left the company in 1992 and entered community banking with responsibility for bringing outsourced services in-house. Through his leadership, the bank became one of the first community banks in the state to implement check cards, check imaging, and internet banking.



Paul Keen is vice president and head of business development for Fiserv, where he has been employed since 1985. With over 25 years in the financial services industry, Keen has served in a wide range of customer service, sales, and management roles. After years of installing and supporting banking applications, he spent more than

10 years selling banking and technology solutions to financial institutions of all sizes and was director of sales support services before being promoted to his current position in 2005. In this capacity, Keen focuses on sales and market strategies, growth opportunities, and emerging technologies.

He is a graduate of Buena Vista University in Iowa with a degree in both finance and banking and computer science.



David Ladic is vice president, industry solutions consulting for FIS. In this role, his responsibilities span FIS' North American product offerings and focus on understanding the client's needs and developing meaningful technology solutions that support them in finding the balance between providing high quality, competitive customer service, and maintaining bank profitability. Ladic frequently collaborates with institutions on evolving their capabilities in the areas of core banking, channel solutions, and payment technology.

Before joining FIS, Ladic spent 13 years with Fiserv, most recently as vice president with responsibility for business development in the large financial institution space. Ladic earned his BA degree in finance from the University of Central Florida.



Kenneth K. Mattox, CPA, is senior vice president and chief financial officer with CedarStone Bank in Lebanon. Before joining CedarStone, he was executive vice president and CFO of PrimeTrust Bank, Nashville. Prior to working with PrimeTrust, Mattox was audit manager for Williams, Crosslin, Sparks, & Vaden, PC, CPAs, and earlier was vice president and assistant controller with Third National Corporation. Mattox is a graduate of Austin Peay State University.



Chuck Pierce is senior consultant with Prosys Information Systems. He has over 10 years of education and experience. Throughout his career, Pierce has developed cost-effective security programs for numerous small, medium, and large enterprise and commercial customers. He has thousands of hours of hands-on experience working with customers specializing in retail, healthcare, financial, public-sector, and manufacturing. Pierce has a solid reputation for conceiving solutions that are practical, reasonable, and effective because of having been there and providing a comprehensive "business driven" approach to information security and lifecycle.



Christopher G. Rimondi, Security+, GSEC, GCIH, CISSP, is the director of technology services for IAS537. His background includes serving as vice president of information technology and security for an East Tennessee bank. He performs general and application controls reviews, electronic banking examinations, and compliance audits for clients' GLBA and information security programs. In addition, Rimondi performs firewall configuration reviews, vulnerability assessments, and penetration tests.

Rimondi graduated from the New Jersey Institute of Technology *magna cum laude* with a BS degree in computer science and a minor in applied mathematics. In addition, he holds a master's degree in information systems management from Auburn University.



Winn Schwartau is chairman of the board of directors of MAD Partners, LLC, Atlanta, GA. He is a world-renowned author, lecturer, and information security architect. His vast experience in start-up companies included the creation and successful sale of his own company, American Computer Security, Inc, which produced the

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SPEAKERS continued

first hardware encryption device for PCs in the late 1980s. Since then, Schwartau has helped launch and has served on the board of numerous highly successful information security companies.

Thinking asymmetrically, or “out of the box,” Schwartau balances his time between writing, lecturing, teaching, and building corporate and national security-awareness programs, as well as consulting on cyber conflict and info war to organizations and government agencies worldwide. Called “The Civilian Architect of Information Warfare,” Schwartau is one of the most sought-after experts on information security, infrastructure protection, and electronic privacy.



Jack Vonder Heide is one of the nation’s leading authorities on technology and its impact on American businesses. He is ranked consistently among the top speakers at industry conventions, management conferences, corporate seminars, sales meetings, and other events. His clients include major banks, financial services firms, trade associations, Fortune 500 corporations, and a variety of other public and privately held companies.

Prior to founding Technology Briefing Centers in 1993, Vonder Heide was vice president of sales for a major financial services company and held marketing positions with IBM Corporation.

Vonder Heide appears regularly on ABC News and has been featured on Fox-TV, CBS Radio, and in numerous newspaper and magazine articles. He has been a guest lecturer at Harvard Law School and is the author of two columns—*Business on the Internet* and *Untangling the Web*.



Jason Wessel is systems engineer-Ohio Valley, for Palo Alto Networks, where he assists enterprise clients in integrating next-generation firewall technology into their information security strategies. This allows them to improve the visibility and protection of their information security assets through Palo Alto Networks’ core technologies of App-IC, User-ID, and Content ID. A certified project manager, he holds multiple information security certifications.

Wessel has over 13 years of enterprise security and architecture experience as a security consultant for both large and small to medium-sized enterprises. His strength is developing integrated security solutions for complex networks with numerous custom applications. He has established himself as a leading expert on IT security architecture design and deployment in both the commercial and government environments. He has led consulting, assessment, training, and support teams to help clients protect against the evolving security threat landscape.



Lee Wetherington, AAP, is director of strategic insight for ProfitStars, a division of Jack Henry & Associates, Inc. Wetherington directs the development of actionable insight and strategy for the financial services industry. To this end, he creates programs, presentations, and articles designed to orient and educate financial executives on the trends and implications of new technologies. Wetherington routinely delivers keynotes nationwide focusing upon opportunities and challenges in E-banking and payments, and he is widely renowned for his unique style and dynamic delivery.

In addition to his speaking engagements and published articles, Wetherington serves as the technology faculty chair for several regional schools of banking and finance. He received bachelor degrees in economics and English from Duke University and completed graduate studies at Emory University.

CONTINUING EDUCATION CREDIT

Attendants qualify for 11 hours of Continuing Professional Education (CPE) credit in the area of Business Management and Organization. No advanced preparation required for this program. Method of delivery—group live. Prerequisites—some knowledge of the IT function within the institution. Program level—this conference program is on the intermediate level, and workshops will be divided into executive and technical tracks. In accordance with the standards of the National Registry of CPE Sponsors, CPE credits have been granted based on a 50-minute hour. For more information regarding administrative policies or complaints, please contact our offices at 615/244-4871.

Tennessee Bankers Association is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN, 37219-2417. Web site: www.nasba.org

For additional continuing education credit information, call the TBA education department at 800/964-5525 or 615/244-4871.

GENERAL INFORMATION

Attire: Business casual attire is appropriate for all TBA programs. Because of temperature variations in meeting rooms, please bring a sweater or jacket for your comfort.

Program Availability: Due to hotel guarantees and material production, reservations received less than 7 days before the program will be subject to space and material availability.

Cancellation Policy: Cancellations received in the TBA office 7 business days prior to the scheduled program will be refunded in full. Due to commitments with hotels, cancellations received less than 7 business days prior to the scheduled program are not refundable. Substitutions are welcome. Registrants who do not attend the program or send a substitute will be responsible for the entire registration fee.

Special Needs: If you have a disability that may affect your participation in this program, please send TBA a statement regarding any special needs at least 10 days before the program. We will contact you to discuss accommodations.

HOTEL INFORMATION

This year's conference will be held at the Embassy Suites Murfreesboro Hotel and Conference Center, located at 1200 Conference Center Boulevard, Murfreesboro, TN 37129. The Embassy Suites Murfreesboro offers relaxing accommodations and is adjacent to the Avenue Murfreesboro lifestyle center with the area's best restaurants and shops. All rooms are suites, and the group rate includes a complimentary cooked-to-order breakfast every morning and nightly manager's reception. The hotel also has an indoor pool and a fully-equipped fitness center, as well as a full-service restaurant and Caffeina's Internet Café, and is connected to its 80,000 square-foot conference center.

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HOTEL INFORMATION *continued*

A block of rooms is being held on a first-come, first-served basis at a special group rate of \$135 single/double. To make your reservations, please call the hotel directly at 615/890-4464 or Embassy Suites brand reservations number, 800-EMBASSY (362-2779), and identify yourself with the *Tennessee Bankers Association Technology Conference*.

The deadline for making reservations at the special group rate is **midnight on Tuesday, April 5, 2011**. All unreserved rooms will be released to the general public after April 5, and the Embassy Suites may honor the group rate at its discretion after that date. When the allotted room block is sold, room rates will return to standard prices on a space-available basis, even if it is before the April 5 deadline. Please make your overnight arrangements early to assure you receive the special TBA rate.

REGISTRATION INFORMATION

Team Discount: A discount of \$25 per person is available for multiple registrations from the same institution, after the initial registration. Only the first registrant from your institution pays the full fee. **To be eligible for the team discount, you must register all your attendants at the same time in advance.**

	Members / Associate Members	Nonmembers
Early Registration	\$350	\$700
Each additional person/same institution	\$325	\$675
<i>Early registration deadline is April 12.</i>		
Registration	\$375	\$725
Each additional person/same institution	\$350	\$700
All At-the-Door	\$400	\$750

The fee includes instructional materials, continental breakfast and refreshment breaks on both days, and lunch and reception on Tuesday. Please register early. **At-the-door registrants will be assessed a \$25 late registration fee, in addition to paying full price.**

No written confirmation of seminar registration will be sent from the TBA.

Participation in TBA programs is limited to members, associate members, and nonmembers from an eligible membership category at applicable member or nonmember rates.



For more information about this conference, please contact:

Susan Taylor, CMP - srtaylor@TNBankers.org

Tennessee Bankers Association

615/244-4871 or 800/964-5525

or visit our website at www.TNBankers.org.

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2011 Strategic Technology Conference

APRIL 26 & 27, 2011

EMBASSY SUITES/CONFERENCE CENTER, MURFREESBORO, TN

Please print or type. List name and badge nickname for each attendant.

MUST BE INCLUDED
For educational tracking purposes only.

Name: _____ Nickname: _____ E-mail: _____ SS# _____
 Name: _____ Nickname: _____ E-mail: _____ SS# _____
 Name: _____ Nickname: _____ E-mail: _____ SS# _____
 Name: _____ Nickname: _____ E-mail: _____ SS# _____
 Name: _____ Nickname: _____ E-mail: _____ SS# _____

Company: _____ Contact: _____ E-mail: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ FAX: _____



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First registrant: \$ _____

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Attn: Monique Jenkins

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Nashville, TN 37228-1381

Phone: 615/244-4871

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