

June 3 - 6, 2001
The Grand Floridian
Orlando, FL



End-to-End Reliability Vulnerabilities

The leading knowledge exchange among those who design, build, use and maintain mission-critical enterprise infrastructures, 7x24 Exchange's goal is to improve end-to-end reliability by promoting dialogue among these groups.

Who Should Attend and Why

This conference is designed for anyone involved with 7x24 infrastructures — IS, data center, disaster recovery and network/telecommunication managers; computer technologists; facility or building managers, supervisors and engineers. Vendors, consultants, or anyone concerned with uninterrupted access to critical information also will find the conference of value.

Attendees and their organizations benefit from the conference because proactive plans and cooperation from diverse functions are needed to improve reliability. By promoting a dialogue and clarifying the synergies among functions, past conferences have enabled teams of attendees from a given organization to better communicate the critical importance of a proactive approach to continuous uptime. Team members also were able to cover breakout sessions and network with other professionals in similar companies/industries with like problems.

Conference attendees benefit in three ways: professional development and advancement; increased recognition of their function's importance; and exposure to new ideas, contacts and resources.

First-time attendees often discover that many companies face similar, if not identical, technical and organizational problems in their quest for higher availability levels. Those unaware of this often view their situations as unique. However, they learn there are many common downtime risks and failure modes with solutions clustering around universal ideas and attitudes. 7x24 Exchange conferences provide insights into what is being planned and done by others to mitigate or eliminate downtime risks. Recommended changes can then be justified, both on their practical merits and in the context of business arguments that have been successful elsewhere.

As a key player in perpetual total reliability, which vulnerability most causes you to lose sleep?

Is it Power related?

- Utility power?
- Design of your power infrastructure?
- Power quality — Harmonics, surges, battery backup?
- Other?

Is your concern related to building a new facility or modifying an old one?

Is it network related — reliability, adequacy, structure?

Or do you fret about a variety of concerns — fire, lightning, pending changes, etc.?

If you find one or more of these issues troubling, you will benefit from attending this conference, which will feature presentations by recognized experts on distributed generation, micro-turbines, flywheels, fuel cells, batteries and utility power.

Monday's keynote address by *Raymond Saleeby, president, Myutility, Inc.*, will set the conference tone and deal with distributed generation's place in the area of high 9's power and provide a lead-in to the conference's five power-related sessions.

Thomas Talleur, managing director, KPMG, a recognized expert in cyber-crime, will provide Tuesday's keynote address and *Martin Uman, professor, University of Florida* and oft-quoted expert on Lightning, will be Wednesday's keynote speaker.

Joseph Ferra, chief wireless officer, Fidelity eBusiness will discuss Fidelity's view of Wireless' promises, opportunities and risks.

In addition to vital topical presentations, the conference will include reports on industry studies, case studies and demos, multiple tours of Disney's east-coast data center, several expert panels, four instant update sessions on the *Seattle earthquake*, *EPRI's CEIDS program (Consortium for Electric Infrastructure to Support a Digital Society)*, an *update on watts/ft²*, and a Monitoring Intro and Input Session.

Also, the conference will include two tutorial sessions: an expanded Sunday *pre-conference*, 3-hour session: *Essentials of Electric Power*, by *George Kamburoff*, and a Monday breakout session repeat of *Communications for Non-Networking Professionals*, by *Michael Weinstein*. Both sessions respond to the overwhelming request for more time from those who attended 7x24 Exchange's '00 Fall Conference.

Finally, the conference will again feature a range of opportunities for attendees to network and dialogue during tours, breaks and social events — plus, vendor hospitality suites. And, in keeping with past successes, vendors will sponsor a dinner reception, jazz band and light show, *Evening at Epcot*, designed to strengthen the human connection.

Agenda

All program elements aim to increase the reliability and availability of an enterprise's information infrastructure by presenting case studies, new ideas, techniques and tools. Open dialogue between attendees and presenters is encouraged throughout. Further, by involving the many functional specialists from user and supplier/service organizations with formal and informal sessions, the experience is rewarding and enjoyable for all.

Sunday, June 3, 2001

12:00 noon

Registration

Those signed-up for the pre-conference tutorial session, *Essentials of Electric Power*, may pick-up their badges and conference materials.

1:00 p.m.

Essentials of Electric Power

George Kamburoff, independent consultant. Responding to the overwhelming request for more time from those who attended *7x24 Exchange's '00 Fall Conference session, Power Basics for Non-EE's*, this session has been updated and expanded to cover power basics, including: electromagnetism, basic circuits, DC, AC and field effects, then moving through circuits and services, grounding, line load interactions and power system harmonics. Presented by George Kamburoff, a dynamic and entertaining technology instructor and *7x24 Exchange* regular, this session will provide a solid grounding in power essentials. It should help anyone involved with *7x24* operations to better understand the basic critical elements of power.

5:00 p.m.

Registration (continued)

Please pick up conference materials and badges to help reduce Monday morning congestion.

6:00 p.m.

Reception/Ice-Breaker

Join us for a buffet supper and open bar. This is an excellent opportunity to dialogue with conference presenters, to network, meet new people and renew old acquaintances.

7x24 Exchange Board members Dave Sjogren and Bob Cassiliano will moderate an ice-breaker session designed to welcome first-timers and open dialogue on *7x24 Exchange* and uptime issues and experiences.

Monday, June 4

Starting at 6:30 a.m.

Registration/Continental Breakfast

(Coffee, Danish, fruit)

Pick up conference material and badges.

8:15 a.m.

Welcome and Opening Remarks

Robert (Bob) Cassiliano, president, Business Information Services, Inc. and 7x24 Exchange chairman.

Mr. Cassiliano will open the formal agenda, provide a conference overview and review meeting logistics.

8:45 a.m.

Keynote Address: End-to-End Vulnerabilities and Distributed Generation

Raymond G. Saleeby, president and CEO, Myutility, Inc.

7x24 Exchange members have long known the special criticality of power in mission critical facilities. High 9's power has always been at the heart of *7x24* operations and *7x24 Exchange* members have addressed this issue with several on-site/distributed solutions. Mr. Saleeby will review the history and application of distributed generation and the value proposition to stakeholders. Ray also will discuss existing and emerging technologies, the business case for and role of distributed generation in *7x24* facilities.

9:45 a.m.

Power Panel: Strategic Delivery Methods to Today's Critical Load Profiles

INTRODUCTION

Marek Samotyj, program manager — Consortium for Electric Infrastructure to Support a Digital Society (CEIDS), EPRI-PEAC, Inc.

Technology power requirements and market growth in information and computer facilities have created new power

supply challenges and opportunities. This two-part session will feature an expert panel that will consider new and emerging strategies to supply critical load power and discuss their potential to high-growth, high-density technology facilities. The session will open with a brief survey of existing and potential distributed power solutions, followed by a panel discussion of major current technologies, including: Micro-turbines, Fuel cells, Flywheel and Medium Voltage UPS power distribution and more.

10:00 a.m.

Break

Coffee, Danish, juices and soft drinks will be available.

10:30 a.m.

Power Panel: Strategic Delivery Methods to Today's Critical Load Profiles (continued)

PANEL

Moderator: Gerard C. Murry, PE, principal electrical engineer, Kling Lindquist
Panelists: Domenic J. Alcaro, director, Availability Consulting and Services, American Power Conversion; Herbert C. Healy, manager, Assured Power Programs, International Fuel Cells; Michael A. Lasky, manager, business development, Capstone Turbines and Bradley S. Walter, product manager, Active Power.

12 noon

Lunch

1:30 p.m.

Very Rapid Project Delivery: Maximizing Deliverables/Minimizing Vulnerabilities

Paul E. Himes, president, Himes Associates, Ltd. and Alan Richard, partner, KPMG.

This joint presentation will detail how to bring powerful efficiencies to the real estate development and project delivery process and minimize cost, scheduling and quality vulnerabilities. Using a case study, Paul and Alan will explore the ways real estate professionals can establish similar program management procedures, while showing how cost overruns and schedule delay vulnerabilities can be minimized using *lightning fast delivery*. Discussion will cover: Process Development; Regional vs National vs Global Scope Issues; Priority Team Building; Effective Reporting Systems; Collaborative Work Strategies, Standardization and more.

2:15 – 3:00 p.m.

Concurrent Sessions

A. Communications for Non-Network Professionals

Michael A. (Mike) Weinstein, manager, AT&T NPS Solutions and vice president, 7x24 Exchange.

Back by popular demand, Mike Weinstein will provide an overview of current and emerging networking and communications technologies and how they fit together to support enterprise operations. Topics covered will include network transmission facilities, routing, security, wireless and the convergence of voice, data and video technologies. Attendees will learn how these technologies work and fit together in end-to-end networks that support mission critical applications. The session will serve as a good primer for several communications related sessions that follow.

B. Recognizing and Solving Power Quality Problems: The Hidden Battleground

Michael Z. Lowenstein, president, Harmonics Limited.

Microprocessors that are the engine of today's information economy are a significant contributor to poor power quality and a major cause of widespread, costly and potentially damaging threats to complex electrical systems. Addressing this issue, Dr. Lowenstein will examine rising power demand and its consequences; he will explain how harmonics arise, the problems they cause in the power system and he will explore methods of eliminating harmonic problems. Cost/Benefit issues of harmonic mitigation will be reviewed.

3:00 p.m.

Break: Make your own Sundae

Coffee, juices, soft drinks, ice cream, toppings and sweets

3:45 p.m.

Concurrent Sessions

A. Reliability: A Case Study of the Technology Center of the Americas

Scott Bakos, senior associate, Bermello, Ajamil & Partners; Husein Cumber, manager, business development & strategy, EPIK Communications Jashua Snow Horn, manager, business development, Terremark Worldwide and Michael Little, SVP, Centex Technology Construction Group.

This panel will explore the challenges of

designing and constructing a 750,000-ft² telecommunications facility which will be home to the first, *ground up*, privately developed, Tier One Network Access Point. The discussion will focus on reliability challenges and solutions incorporated into the facility. The panel also will discuss the carrier coalition formation, government interaction and support. An overview of design and construction will focus on methods and processes used to deliver the project, from inception to completion, in under 12 months.

B. Surge Protection for Mission Critical Facilities

David W. Carroll, senior product development manager, Current Technology, Inc. David will review the risk of electrical surges to critical loads and processes. The presentation will review the need for surge protective devices, dispel the myths for not using them and conclude with a review of how to apply industry standards and recommendations for the product selection and evaluation process.

5:30 p.m. to 7:30 p.m.

Disney - Behind the Scenes Tour

Buddy Long, VP, IPNS-East, Corporate Information Services Disney Worldwide Services.

(Six-30 minute tours are available — limit 30 per tour).

Mr. Long will host a tour of Disney's east-coast data center. This 80,000 ft² facility provides round-the-clock processing for Disney's most mission-critical systems. On average, 75,000 users connect to vital systems housed within the data center for Travel and Reservations for 18 hotels and two cruise ships; Hotel Management for 26,000 hotel rooms and seven convention centers; Weekly Payroll for 65,000 cast members; Operations for eight theme parks; Merchandising and Logistics for more than 1,000 stores and restaurants; ABC Network Television advertising management, programming, and news feeds; and Internet Web Sites such as Disney.com, Disneyworld.com, Disneyland.com, and Family.com. The facility is fully redundant, with two commercial power feeds and one direct feed from Disney's Reedy Creek cogeneration plant. Air conditioning is fully redundant with primary chilled water feeds from Reedy Creek Energy and backup freon-based systems at the data center. The tour will highlight how all

facility resources are managed using the same infrastructure for monitoring all computer systems housed there.

Tuesday, June 5

8:00 a.m.

Continental Breakfast

Coffee, Danish, fruit

8:30 a.m.

Opening Remarks Day 2

Bob Cassiliano will review day one highlights, provide an overview of upcoming events and last-minute changes.

8:45 a.m.

Keynote Address: Cyber-Crime and Litigation: Business Infrastructure Industries Risks

Thomas J. Talleur, managing director, Forensics & Litigation Services, KPMG, LLC.

Explosive Internet growth promises positive, near-endless benefits for the *global village*. Such connectivity also provides opportunities for devastating, instantaneous transnational cyber misbehaviors that can impact all institutions. This presentation cites some significant threats from this environment and demonstrates why business infrastructure industries must devise strategies to mitigate these threats and respond to financial losses and potential legal actions. A live demonstration (time permitting) will show how these challenges and evolving threat issues will transform the way we live and do business. The session will conclude with a discussion of likely implications of these applications on mission critical infrastructures, hardware, bandwidth, security and support.

9:45 a.m.

Break

Coffee, Danish, juices and soft drinks

10:10 a.m.

Concurrent Sessions

A. North American Power Quality: Using Historic Data to Look to the Future

Thomas N. Thiele, senior product manager and Mike Nietman, programmer analyst, Invenseys Power Systems.

Using an extensive database from more than 1,050-site-months of monitoring 112 point-of-utilization sites in Canada and the U.S., the presentation will report

on voltage disturbances, which could cause equipment malfunctions using the new ITIC curve. The ITIC curve replaced the old CBEMA subsequent to the study period. Collected between '90 and '94, prior to *utility deregulation*, the analysis reports on spikes, surges, sags and outages, comparing results using the old CBEMA and new ITIC curves. Results of this study of more than 130,000 individual digital recordings will provide attendees with a good sense of power quality anomalies and probabilities.

B. Eliminating Fire Vulnerabilities in Critical Facilities

Brian K. Fabel, regional manager, Orr Protection Products and Margaret Pitts, manager building management center, Sprint Long Distance.

This session will provide an overview of critical facility fire vulnerabilities and available protection systems and resources, including: fire sources and their dynamics; available detection, suppression, alarm and control technologies; hazard analysis and technology selection criteria. The session will conclude with a review of Sprint's monitoring system and experience to demonstrate the instructional discussion.

11:00 a.m.

Fidelity's View of Wireless Promises, Opportunities and Risks

Joseph Ferra, chief wireless officer, Fidelity eBusiness.

This case study will discuss wireless, *the next wave in technology*, and explore how it will empower investors with new levels of convenience and control. Driven by increasing use of wireless technology for anywhere, anytime access to information and transactions, investors are using cutting edge wireless devices, such as Web-enabled phones, handheld computers and interactive pagers, to monitor and manage their financial portfolios.

Mr. Ferra will outline wireless' huge growth potential and its application to financial services. He will examine how to leverage wireless technologies for more cost-effective business processes, how users will benefit, and conclude

with a review of the benefits and challenges of establishing an industry leading wireless service, with insights for maintaining a competitive edge.

11:50 a.m.

Lunch

1:20 p.m.

Cogeneration for Mission Critical Facilities: Heat Recovery Applications

Ken Cheo, engineer, Stowe Engineering.

This presentation will provide an overview of the business rationales and engineering issues involved in heat recovery when using cogeneration. Opening with a review of the importance of heat recovery to successful application of cogeneration, the session will discuss: data center electrical, heating and cooling load requirements; characteristics of heat available from cogeneration prime movers; cogeneration heat recovery alternatives and factors affecting these alternatives; cooling system design and more.

2:15 p.m.

Break

Coffee, juices, soft drinks and snacks.

2:45

Concurrent Sessions

A. Managing Change

Pascal Benedetto, manager and J.R. (Jim) Powell, senior technical consultant, Enterprise Change Management, The CGI Group Inc.

Change is at the heart of most IS/IT organizations and IS/IT operations are at the heart of most mission critical operations. However, change is a major vulnerability for mission critical operations. This session will provide a working solution (process and supporting tool set) that will effectively facilitate communication about changes being implemented into production. Topics covered will include: Change Management Requirements; Change Review Board Structure and Process; Change Capture Process; Integrated Calendars; and a Demo.

B. Understanding Emergency Battery Reliability and Life

Charles E. Burns, president, AutoCap, Inc.

This presentation will provide an understanding of how operational and business risks can be minimized while

maximizing the useful life of lead acid battery investments. Battery failure modes and factors controlling cell life and reliability, supported by actual field data and the results of independent laboratory tests, will be discussed. Areas covered will include: Deterioration Rates; Mixing Older and Newer Cells, Individual Charging and Life Testing Results.

3:30 p.m.

Professional Roundtable/Pass-The-Mike

A panel of program speakers and/or a moderated Pass-The-Mike will respond to questions submitted beforehand or which surfaced during conference presentations and dialogue with the audience on 7x24 operations issues of interest.

5:45 p.m.

Vendor Sponsored Dinner:

An Evening at Epcot

(Buses depart at 6:00 p.m. and return to The Grand Floridian by 10:00 p.m.)

The vendor-sponsored Evening at Epcot, starting with a mixer at the World Showcase Pavilion, will feature a Jazz Band and pianist, a sumptuous dinner, a variety of artists in residence and conclude with a dessert party, while viewing IllumiNations light show from the Italia Isola, including special surprises.

Wednesday, June 6

7:30 a.m.

Continental Breakfast

8:15 a.m.

Opening Remarks and 7x24 Exchange Chapter Update

Bob Cassiliano will review highlights from days one and two and provide an update on chapter activities, a brief State of the 7x24 Exchange message, current 7x24 Exchange activities and plans.

8:45 a.m.

Keynote: Lightning Physics, Lightning Protection, and Lightning Warning,
Martin A. Uman, professor, Department of Electrical and Computer Engineering, University of Florida.

The U.S. experiences 20-25 million cloud-to-ground (CG) lightning flashes each year. These CG flashes are responsible for more than \$1 billion of damage annually, with one in every 50-80 ground

flashes producing damage, resulting in an insurance claim. The average commercial electric power user experiences 36 interruptions a year, ranging from a fraction of a second to many hours. For unprepared mission critical facilities, costs can range from thousands to many millions of dollars per hour. This presentation will provide an overview of lightning:

- physics and phenomenology;
- damage mechanisms and protection techniques;
- locating and warning methods; all with a view toward prevention or mitigating lightning's deleterious effects on mission critical operations/facilities.

9:45 a.m.

Break

Coffee, juices, soft drinks and fruit.

10:15 a.m.

Instant Updates

Responding to past audience comments and evaluations, the Instant Update sessions have been increased to cover four current issues important to 7x24 Exchange members with updates on:

- **The Seattle Earthquake: What happened; What Was learned?**
Leonard Ruff, associate principal, Callison Architecture.
- **Monitoring: An Intro and Input session for a full session at the 2001 Fall Conference.**
Ross Ignall, systems application sales manager, Dranitz BML.
- **EPRI's CEIDS Program (Consortium for Electric Infrastructure to Support a Digital Society).**
Marek Samotyj, program manager CEIDS, EPRI-PEAC, Inc.
- **Watts/ft² The latest Thinking.**
William R. Angle, managing director, CS Technologies.

11:15± a.m.

Adjournment

Box lunches will be provided.

Registration includes two steps:

1. Conference Registration

Complete a **Conference Registration Form** for each participant, on-line or a copy of the following form and mail or fax to:

7x24 Exchange

83 Calvert Street
Harrison, NY 10528

Phone: 914 835-5740

Fax: 914 835-5762

www.7x24exchange.org

To assure space availability, registrations must be received by May 25, 2001. Attendance will be limited to 400.

2. Hotel Reservations

If you wish to stay at Disney's Grand Floridian Resort and Spa and take advantage of 7x24 Exchange's special rates, complete the **Resort Registration Form** (see other side) and FAX or mail a copy to:

Disney's Grand Floridian Resort and Spa

Lake Buena Vista
Orlando, FL 32830

General Information
407 824-3000

Reservations
Phone: 407 824-1383

Fax: 407 824-1980

www.disney.com

7x24Exchange group rates will be available until May 9, 2001. After May 9, rooms are subject to space availability.

What is 7x24 Exchange?

The leading knowledge exchange for those who design, build, use and maintain mission-critical enterprise information infrastructures, 7x24 Exchange is a non-profit organization seeking to improve end-to-end reliability by promoting dialogue among these groups.

Founded on the assumption that most professionals involved with data center uptime issues work in isolation when dealing with technical, budget, political, and career issues. As a result of expensive, time-consuming, and, sometimes, painful trial and error processes, innovative practitioners evolved unique and creative ways of solving problems and building the organizational support needed for their implementation. However, many have been stymied because they did not have access or know how to communicate potential risks to senior management to avoid a downtime disaster occurrence.

7x24 Exchange members work together to advance the state-of-the-art in infrastructure reliability. By collecting and disseminating data on safeguarding information systems and alerting top management to the importance of proactive measures, members can protect their companies' information lifelines.

The Goal of 7x24 Exchange Conferences

The field of uninterrupted uptime has no textbooks. Before its founding in 1989 as the *Uninterruptible Uptime Users Group*, learning how to deal with uptime issues largely resulted from individual trial and error. Continuing this random rate of reliability improvement would increasingly restrict the potential productivity of the large, growing investment in computer and communication hardware and systems. It also would interfere with the increasingly critical dependence on information accessible through computers.

With 7x24 operations now common, how much higher will availability requirements be in five years? How can cost-effective, reliable responses be

Continued on back panel



7x24 Exchange
 83 Calvert Street
 Harrison, NY 10528

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assured? When is a centralized application site requiring ultra-high availability viable? Addressing, and, hopefully, answering these and related strategic questions, 7x24 Exchange conferences provide stimulating discussion forums. Collectively, we know much about the future options and alternatives available. With 7x24 Exchange, that knowledge can be shared.

Vendor/Consultant Participation

Vendors and consultants are encouraged to participate in 7x24 Exchange. However, the group is primarily driven by user interest. Tables are provided at the

conference for the distribution of product literature, educational material and other useful information. Overt selling at 7x24 Exchange meetings and the use of 7x24 Exchange membership lists for direct selling are prohibited.

Special Interest Groups (SIGs) and Chapters

To better serve users and provide a means for ongoing technical interchange between semi-annual conferences, 7x24 Exchange encourages and supports the formation of local 7x24 Exchange Chapters and Special Interest Groups (SIGs). Monthly or bi-monthly chapter

meetings help assure continued dialogue between members in a given geographic area. SIG's provide an opportunity for members to explore specific 7x24 issues/problems in depth.

7x24 Exchange's Board of Directors will authorize Chapters and SIGs based on availability of a president/chairperson, a clear program plan and, if needed, a budget. Chairpersons are responsible for gathering a working group and achieving approved plan objectives.

Any member interested in forming a Chapter or SIG should contact a board member.

Conference Registration Form

Return this form to 7x24 Exchange. Fax: 914 835-5762

Please type or print clearly

Full name _____
 (Informal name/nickname for badges) _____
 Position/Title _____
 Company _____
 Address _____
 City () State () Zip _____
 Phone _____ Fax _____
 E-mail _____

Fees	Through May 25	After May 25
Member	\$1,200	\$1,500
Non-member	\$1,500	\$1,800

Payment Method

Bill me Check enclosed

Charge (check one):

American Express, Discover, MasterCard, Visa

_____ Expiration Date _____
 Card Number

Company problem/issue/case study

An important part of 7x24 Exchange conferences is the discussion of real world uptime issues, problems and solutions. Each attending organization is requested to provide a short write-up of a recent experience, major question, problem or issue which might be of interest to conference attendees:

(include additional sheets if necessary)

May we identify your company as submitting this information?

Yes No

These write-ups will be reviewed by the 7x24 Exchange Board of Directors and provided to appropriate presenters and moderators for possible inclusion in their sessions.

Other comments, suggestions:

Do you wish to receive membership information?

Yes No

Do you plan to attend?

Sunday's 1:00 p.m. -

Essentials of Electric Power (tutorial session)?

Yes No Undecided

Note: The \$50 advance for this tutorial will be refunded upon registration at the session.

Sunday Evening's Buffet Reception?

Yes No

If yes, do you plan to bring a guest? Yes No

Name of guest: _____

Monday Evening's Behind-the-Scenes Tour of Disney's

East-Coast Data Center?

Starting at 5:30 p.m., six buses will depart the hotel at 10-minute intervals. People will be seated on a first-come, first-served basis.

Do you plan to attend the tour? Yes No Undecided

Breakout sessions?

Monday 2:15 p.m.

A. Communications for Non-Network Professionals

B. Recognizing and Solving Power Quality Problems

C. Undecided

D. None

Monday 3:45 p.m.

A. Technology Center of American Case Study

B. Surge Protection

C. Undecided

D. None

Tuesday 10:10 a.m.

A. North American Power Quality...

B. Eliminating Fire Vulnerabilities...

C. Undecided

D. None

Tuesday 2:45 p.m.

A. Managing Change

B. Understanding Emergency Battery Reliability

C. Undecided

D. None

Vendor Sponsored: Evening at Epcot?

Yes No

If yes, do you plan to bring a guest? Yes No

Name of guest: _____

The registration fee covers all sessions and activities, handout materials, Sunday's reception, lunches, breakfasts on Monday, Tuesday and Wednesday and field trip transportation. Participants are responsible for all other expenses, including transportation and hotel accommodations.

The dress code is business casual.

Cancellations received by May 24, 2001 will be refunded, less a \$75 handling fee. There will be no refunds after May 24. However, substitutions of company participants may be made at any time.

Resort Registration Form

Each attendee is responsible for his/her own hotel. To take advantage of 7x24 Exchange's special rates, attendees must register with The Grand Floridian by May 9. Rooms are subject to space availability after May 9.

To reserve a room, complete and fax or mail a copy of this Resort registration form to:

Disney's Grand Floridian Resort & Spa
Lake Buena Vista
Orlando, FL 32830
Telephone 407 824-1383
Fax 407 824-1980
www.disney.com

Please type or print clearly

 _____
Full name

Company

Address

City () State () Zip

Phone Fax

Payment Method

Charge (check one): Amex, Diners, Discover, MasterCard, Visa,

_____ _____
Card Number Expiration Date

X

Signature

Arrival date: _____

Departure date: _____

Smoking Non-Smoking

7x24 Exchange Room Rate is \$240/night, plus room tax.

The above rates are available to 7x24 Exchange attendees from May 31 through June 6, 2001.

Things to remember

- Check-in time is 3:00 p.m.
- Reservations are held until 4:00 p.m. unless guaranteed late arrival.
A no-show will be charged as a one-night stay.
- Checkout time is 11:00 a.m.