

IBM & Harrow Workshop

# Agenda

TUESDAY

9:30	Welcome & Introductions
10:00	Agenda & IBM Design Thinking
10:20	Design a Vase
10:35	Break
10:50	Empathy Maps & Playbacks
11:30	As - Is (High Level)
12:15	Lunch
1:15	As - Is (Detail) inc break
3:30	Big Ideas
4:15	Wrap Up
4:30	Close

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IBM Workshop

WEDNESDAY

**IBM Team**

Document & Review

Identify Gaps & Questions

Draft Hills

# Agenda

IBM & Harrow Workshop

THURSDAY

9:30	Reflection & Insights
10:30	Provider As - Is Validation
11:30	Lunch
12:30	Hills Workshop
2:00	What's Next