

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

IBM Workshop

# Agenda

WEDNESDAY

## IBM Team

Document & Review

Identify Gaps & Questions

Draft Hills

IBM & Harrow **Workshop**

# Agenda

THURSDAY

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