

Date	12/11/2018	Time	8:30 a.m. – 12:00 p.m.
Location	Department of Revenue Building 2, Rooms 1220 & 1221 2450 Shumard Oak Boulevard Tallahassee, Florida 32399		
Objective	Leading Practice Workshop (LP2) – Approach for Managing Customer Record		
Invitees	Selected Agency and Department of Financial Services Representatives		
Attachments/ Related Documents	N/A		

Topic	Facilitator	Allotted Time
Introduction and Context	Project Team	8:30 a.m. – 8:50 a.m. (20 minutes)
Brainstorming Activity	Project Team	8:50 a.m. – 9:20 a.m. (30 minutes)
Presentation of Design Principles and Leading Practices	Project Team	9:20 a.m. – 10:05 a.m. (45 minutes)
Break – 15 minutes		
Break Out and Group Discussion	Project Team	10:20 a.m. – 11:50 a.m. (90 minutes)
Wrap up and Next Steps	Project Team	11:50 a.m. – 12:00 p.m. (10 minutes)