

# RECORDINGS:

## 2010 OPERATIONS AND TECHNOLOGY CONFERENCE

### CONFERENCE OVERVIEW

The theme of the Investment Company Institute's 2010 Operations and Technology Conference was "Investors & Investing—The Way Forward." The conference was designed for operations, transfer agent, technology, and compliance professionals from the mutual fund industry.

Jeanne Falstrom Ross  
Attorney-Advisor, Tax Legislative  
Counsel, Office of Tax Policy  
U.S. Treasury Department

Laura Stanley  
VP, Dealer Services  
Invesco Aim

Brendan Sullivan  
Director  
Pershing, LLC

**Meet the New Omnibus—Not the  
Old Omnibus**  
Nino Palermo  
Vice President  
American Funds

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### CONFERENCE RECORDINGS

#### **Welcome and Opening Remarks**

Basil Fox  
President  
Franklin Templeton Investor Services

#### **Operations and Technology Leadership Roundtable**

Stuart Bowers  
Partner  
Finix Business Strategies

Robert Baillargeon  
Executive Vice President and Chief Risk  
Officer  
State Street Global Markets

Jennifer Johnson Bolt  
EVP and Chief Operating Officer  
Franklin Resources, Inc.

John Phelan  
President  
American Funds Service Company

#### **Mutual Fund Cost Basis Reporting: Preparing for 2012**

Karen Gibian  
Associate Counsel – Tax Law  
Investment Company Institute

Jeff Naylor  
VP, Business Development and  
Industry Relations  
SunGard

Robert J. Adams  
Executive Vice President  
National Financial Services

Michael Duffy  
President  
DST TASS

David Long  
Principal  
Edward Jones Investments

Michael McNeil  
Senior Vice President  
Putnam Investments

#### **Pandemic Planning: Key Business Considerations and Lessons Learned from the 2009 H1N1 Pandemic**

Andy Waples  
Vice President, Business Continuity  
Manager  
Eaton Vance

Gregory J. Ferris  
Managing Director—Global Business  
Continuity Management  
Morgan Stanley

Robin Kielkowski  
Assistant Vice President  
PNC Global Investment Servicing

Robert McEnroe  
Vice President  
Legg Mason Technology Services

**Process Improvement: Empowering  
Employees to Do More**

Scott Rothman  
Executive Advisor  
Corporate Executive Board

Karim Houry  
Vice President, Head of Business  
Reengineering and Quality  
DTCC

LuJean Johnson  
Senior Project Director  
Fidelity Investments

**Connecting Today: How Asset  
Managers Are Using Social Media  
and Why**

Pat Allen  
Principal  
Rock the Boat Marketing

Amy Dobra  
Principal, Marketing  
Vanguard

Sheryl Larson  
Vice President, Corporate Online  
Marketing  
Northern Trust

Lawrence Stadulis  
Partner-in-Charge  
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