

Impact 2010 – Las Vegas NV – May 2-7, 2010
@ The Venetian / Palazzo Congress Center and Sands Expo & Convention Center

General Information for Attendees

Badges

Your credentials at IBM Impact 2010 include the conference badge and holder. The badge and badgeholder will identify you to the conference staff, security staff. Your badge must be visible at all times and is required for admittance to sessions, labs, the Solution Center, all special events and meals. You **MUST** display your badge in its holder at all times during the conference and at special events.

Important: Lost badges and/or holders are subject to replacement cost of \$125 (USD).

Conference Registration

The Registration desk will be located on Level 1 of the Venetian Conference Center, from Sunday through Friday. You may pick up your badge and conference materials at Registration by presenting one form of photo identification (i.e. driver's license, passport or government-issued ID).

Registration Hours:

Sunday, May 2	7:00am – 8:00pm	Wednesday, May 5	7:00am – 6:00pm
Monday, May 3	6:00am – 8:00pm	Thursday May 6	7:00am – 6:00pm
Tuesday, May 4	7:00am – 6:00pm	Friday, May 7	8:00am – 12:00pm

Emergencies

If you experience a medical or other type of emergency while attending Impact 2010, please dial 49311 to be connected to hotel security from any house phone. You will want to identify yourself as an IBM Impact 2010 attendee. **In the event of a fire**, please follow the facility's emergency evacuation procedures and the directions of the facility's staff. Never use elevators during a fire, always use the stairs.

Food & Beverage

As a part of your conference fee, breakfast, am/pm breaks, lunch, a Sunday Welcome and Monday Solution Center Reception and Tuesday Special Event will be provided. Consult your conference guide for location and times.

Housing Desks

For your convenience, a housing desk will be located at the Venetian and Palazzo Check-in to assist you with any questions you have regarding your hotel room. Each desk will be operating during the following times and locations:

Sat – Sun 7:00am – 8:00pm Venetian and Palazzo	Tue – Thur, 7:00am – 7:00p Venetian Only
Mon 7:00am – 1:00pm Palazzo, 7:00am – 7:00pm Venetian	Fri 7:00am – 1:00pm Venetian Only

Lost & Found

Please be sure to secure all valuables, including laptops, cell phones and pagers, at all times. If you lose an item while attending IBM Impact 2010, Venetian Security Staff can assist you. Please dial "0" from any house phone and ask for the Security Office.

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Luggage Storage

You may store your luggage with the Bell Desk located in the main lobby of the Venetian or Palazzo Hotel.

Parking

Parking is complimentary at the Venetian and Palazzo. Registered and non-registered guests can self park or valet their vehicles at no charge. The parking garage is conveniently located within walking distance of the meeting area.

Security

IBM Security staff and uniformed security representatives will be on-site for the duration of the event. Please report any suspicious activity or behavior to Security, event or hotel staff. And please take the time to become familiar with the Impact 2010 Security Policy described below:

- To obtain your Impact 2010 badge credentials, you must present one photo ID (driver's license or passport). Each registered attendee will only be permitted to pick up his/her own badge.
- IBM employees must wear their Impact 2010-issued badge and should also have their IBM ID badge at all times while onsite.
- During the event, you will be required to carry a photo ID with proof of age (driver's license or passport) at all times along with your IBM Impact 2010 issued badge.
- Items stored at the hotel Bell Desk such as coats/bags will require a photo ID that matches the name on your badge. Laptops should NOT be left at the bell desk.
- Attendees should safeguard personal materials such as laptops at all times. Do not leave any items unattended.
- Report all security incidents to Mike Donovan, IBM Security at 1-630-776-9175.
- IBM reserves the right to take any security measures we deem appropriate to increase the safety of our exhibitors and attendees, without prior notice. IBM also reserves the right to change the policies set forth herein, without prior notice. We thank you in advance for your cooperation.

Smoking

The Venetian and Palazzo Hotels and Congress Center are a nonsmoking facility. Smoking is not allowed in the hotel with the exception of the Casino floor and guest rooms that are designated as smoking.

Special Needs

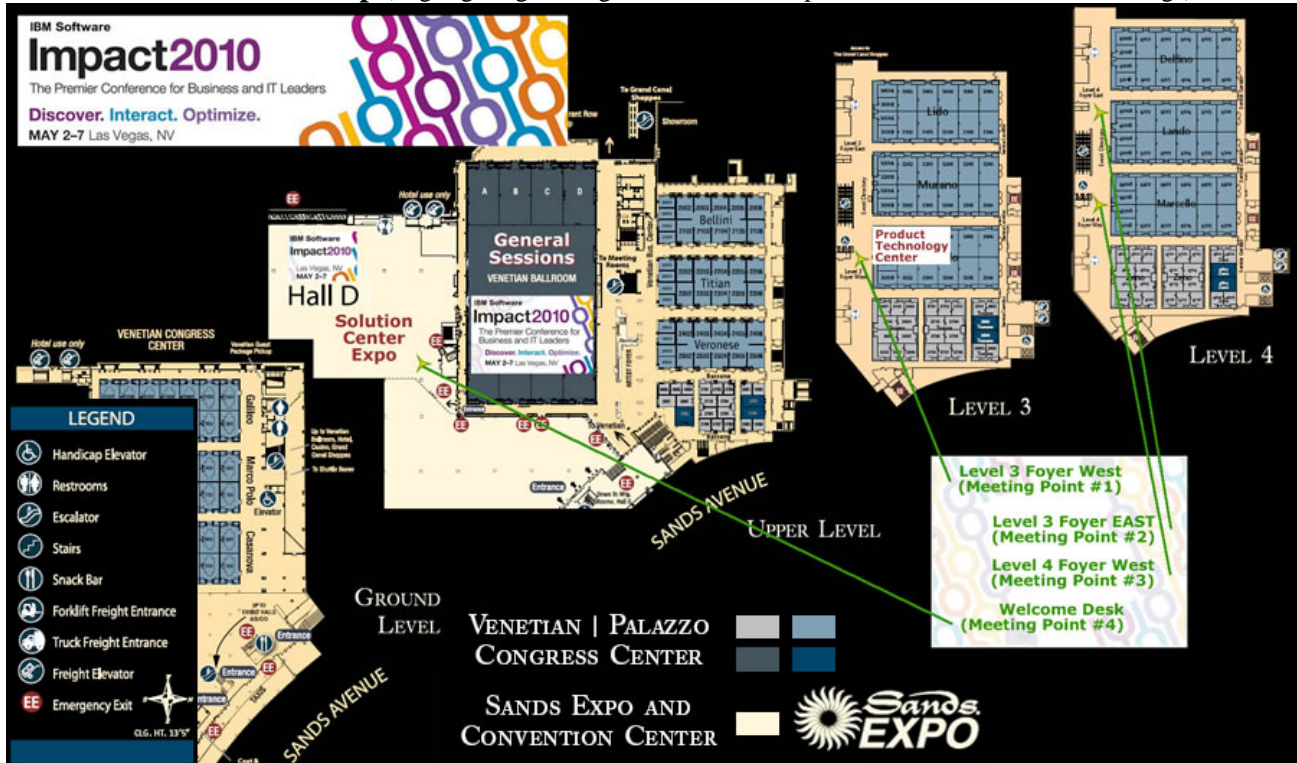
Special requirements or dietary restrictions were collected in the online registration process, you would have received confirmation of your requests at conference registration. If you require special assistance please inquire at the Impact 2010 Registration Desk and we will try our best to accommodate.

Videotaping & Audiotaping

IBM Impact 2010 attendees are prohibited from videotaping and/or recording any of the conference sessions or special events. Your cooperation is appreciated.

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Conference Venue Map (Highlighting 4 designated rendezvous points for ad-hoc attendee meetings)



Online Resources

Impact 2010 Homepage - www.ibm.com/impact

Social at Impact 2010 - www.ibm.com/social/impact

- Add your voice to the conversation. Tag your tweets with #ibmimpact and register to include your blog posts.

Impact 2010 Attendee Portal - www.impactsmartsite.com (For Registered Attendees Only)

- View all sessions offered at Impact 2010 and create your own personal agenda
- Submit session **surveys** to provide feedback after attending Impact 2010 sessions
- Interact with the **Solution Center expo map**
- Discover additional on-site activities offered throughout the week
- Message with other conference attendees, or invite them to a meeting
- Stay connect through Impact 2010 social networking resources

First Time Users

- Begin creating your personalized Impact 2010 agenda today. Just visit www.impactsmartsite.com and create a user account by providing your Impact 2010 registration Confirmation number and last name.
- Your personal agenda can also be accessed and **modified through a Smart Phone while on-site** at the conference.
- After completion of on-site registration, visit www.impactsmartsite.com through a mobile browser and enter your official conference Badge number to login.

Please contact Management Support if you have any questions at support@alliancotech.com.