

T3 Service Management & Automation Conference

Tools, Technology & Training (T3)

November 6-10, 2017

Sessions Announcement

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#T3SMAC

T3 is pleased to announce the following sessions are planned for the Service Management & Automation Conference (SMAC) this year. Below is the draft list of session titles. This list is not final, these are tentative titles as more sessions are being added daily and the final selection will come out in July. If you don't see something that interests you, please email us and let us know what you'd like to see added as the call for papers is still open. We have 6 tracks that will be running simultaneously with lots of sessions and hands-on labs for everyone. We will be adding more sessions on several topics to include TrueSight, Control-M and other products as well. So be sure to submit your suggestions for topics today to info@tooltechtrain.com!

Session Titles



- What is REST and how do I use it
- Best Practices for Upgrading to 9x
- BMC Atrium CMDB: New User Experience - Get Ready!
- CMDB Roadmap and Configuration Management in the world of IoT
- BMC Remedy AR System Server 9.x - How Full Text Search and Indexing (FTS) work
- BMC Remedy AR System Server 9.x - Row Level Security and Hierarchical Groups
- Things To Know About BMC ITSM Company Associations
- BMC Remedy Customization: The What, When, Where, How, and WHY!
- How to Have an Effective Change Management Environment?
- Service Request Management: The Art of Building Service Offerings
- BMC Atrium CMDB: Things to Think About with Your CMDB Environment
- Things to Know About BMC ITSM Service Management
- Develop Smart Application use Cognitive Service of the Innovation Suite Platform
- Leverage your Platform Investment – easy to integrate and extend
- How to use BMC Remedyforce for non-IT requests
- Introduction to Smart IT
- Administering BMC MyIT Application for End Users
- A Look Into Working with BMC Remedy AR System Filters
- A Look into Working with BMC Remedy AR System Active Links and AL Guides
- The BMC Developer's Tools - BMC Developer Studio and Data Import Clients
- Enhance Your BMC Remedy AR System Environment with Tuning Options
- Optimizing the BMC ITSM and CMDB Applications
- How to Run an Effective Workshop
- How to have more effective Training as part of your Project and beyond
- Setting up more effective Categorizations
- Performing Good Remedy Searches
- End to End Asset Management
- Shining a light on the known unknowns
- Introduction to Discovery (Previously known as ADDM)
- Consuming Remedy provided Restful services
- Custom Clients through Rest Interface
- Innovation Suite: Building an application without coding (session 1 / 3)
- Innovation Suite - Custom visual components (session 2 / 3)
- Innovation Suite: Custom workflow components (session 3/3)
- Utilizing BMC Remedy AR System Workflow and Atrium Integrator to Streamline Asset Management

- Control-M - Modernizing Workload
- Closing the Restful Gap, consuming Restful services with your Remedy service
- A-to-Z of Remedy Single Sign-On
- Tips, Tricks, and Best Practices for Remedy Smart Reporting
- Customer Spotlight – Customer’s Great Insights from Remedy Smart Reporting
- What's New in Remedy IT Service Management and What’s the Future of Remedy
- Digital Finance Shared Services in BMC Remedy
- What's New in Remedy IT Service Management and What’s the Future of Remedy
- FastTrack Program to Enablement your BMC Remedy Consultant
- Managing Your Definitive Media Library (DML) in Remedy Asset Management
- Service Management in a Hybrid (Devops + Traditional + Cloud) Environment
- FootPrints: A migration Story from 11 to 12
- FootPrints: Reporting Best Practices
- FootPrints Rules and Workflow in version 12
- FootPrints: Getting started with version 12
- FootPrints: Process best practices and how to get started with them
- FootPrints: Created Business Process Solutions
- What's coming on the BMC Client Management and FootPrints roadmaps
- What's New in BMC Client Management 12.6?
- Minimizing the Impact of Global Cyber Attacks with BMC Client Management
- Remedy license compliance and assessing license efficiency
- Cognitive Help
- Getting More Out of BMC Client Management
- Optimizing Remedyforce for Service Automation
- Comparing Developer Studio with Innovation Studio
- Demonstrate Team efficiency application built using Innovation Suite
- Using Remedyforce Self Service 3.0 - more powerful and intuitive than ever
- Creating and Configuring Service Request Definitions in Remedyforce
- Remedyforce CMDB- Getting the most out of the Remedyforce CMDB for Asset and Change Management
- Discover Discovery Everywhere
- How BMC uses BMC Client Management
- Integrations that add value to your BCM investment
- How BMC Client Management can help you prepare for an audit
- BMC Client Management Focus Group
- Product Categorization and Normalization Critical Points
- Tips to configuring MyIT (LAB)
- How to Configure and Manage Knowledge Articles (LAB)
- Tips and Tricks of transitioning to Smart IT (LAB)
- What's New and Cool in ITSM?
- How to get the Biggest Bang for your Training Dollars?
- How to Flip Your Learning
- Hot trends in Knowledge Management
- Remedy Web Reporting (Lab)
- Remedy Smart Reporting (Lab)
- What’s new in Smart IT (Lab)
- Using Remedyforce Mobile (Lab)
- Using mobile for Remedy ITSM (LAB)
- Remedyforce Administration Essentials
- The Digital Workplace with Remedyforce and Salesforce
- How to Get the Most out of FootPrints v12 Service Analytics
- Transition from BMC Analytics to Smart Reporting
- Organizational Change Management, the "Other Change Management"
- Custom reports in Track-It!
- Track-It! Roadmap and Future Plans
- Proactive Service Management Across the Enterprise
- Understanding Remedy Users and Usage with Stats
- Intro to CMDB’s Atrium Integrator
- Down the Rabbit Hole with Atrium Integrator for your CMDB
- Track-It! Email Policies, Work Order Policies, Event Policies/Business Rules
- Track-It! Self Service customization and usage
- Track-It! Inventory, Discovery, Software Licensing
- Track-It! Tips, Tricks, customer round table discussion
- BMC Client Management, FootPrints & Track-It! Welcome.
- And many more coming every day! Submit your ideas today!

Join us at the Palms Casino & Resort in beautiful Las Vegas the week of November 6th, 2017 for a conference filled with relevant content, meet the experts and ask your questions, and connect with others in your industry.

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