

TUESDAY - 7 November 2017

Room	Madison A - (LAB - 36)	Madison B - 60	Harper A - 60	Harper B - 60	Harper C - 60	Harper D - 60	Avery - 60	
Time Slot	Topic							
10:00-1050	LAB: Introduction to Smart IT	Current and Future of Innovation Suite	What's New in BMC Client Management v12.6?	Managing Your Definitive Media Library (DML) in Remedy Asset Management	Introduction to CMDB's Atrium Integrator	Best Practices for Upgrading to 9.X	How to Integrate Remedyforce with Enterprise Apps using ActionHub	
	Company	BMC Software	BMC Software	BMC Software	PT Mitra Integrasi Informatika	Los Alamos	BMC Software	Clouddaction and actionHub
	Presenter	Joon Hahn	Steve Wong/Robert Curlee	Serena Lambiase	Priadi Priadi	James Van Sickle	Carin Sinclair	Samir Kumar
	Track	IT Service Management	Developer Track	Discovery and Configuration Management	IT Service Management	IT Service Management	IT Service Management	IT Service Management
Break								
11:00-1150	Topic	LAB: Introduction to Smart Reporting	Tips and Tricks for Troubleshooting Digital Workplace (formerly MyIT)	Are You Getting the Most out of BMC Track-It!?	Customer Spotlight - Customer's Great Insights from Remedy Smart Reporting	Atrium CMDB: New User Experience - Get Ready	Remedy Application and AR System Troubleshooting Tips and Tricks	Making the Shift to Innovation Suite Developer
	Company	BMC Software	BMC Software	Blue River TI	BMC Software	BMC Software	CyberTrain, Inc.	BMC Software
	Presenter	Damian Hunt/Joon Hahn	Sirjad Acharat	Jim Markle	Rahul Vedak	Stephen Earl / Poonam Kale	Ann Zbylut	Dave Sulcer
	Track	IT Service Management	IT Service Management	IT Service Management	Reporting and Analytics	Product Review	Developer Track	Developer Track
Break								
12:00-1250	Topic	LAB: Tips and Tricks of Transitioning to Smart IT	Top 10 Things You Did Not Know Discovery Could Do?	Getting More out of your BMC Client Management	Organizational Change Management: The "Other Change Management"	Using Remedyforce Self Service 3.0 - More Powerful and Intuitive Than Ever	Chatbots in the Enterprise	What is Rest API and How to Use It?
	Company	CyberTrain, Inc.	BMC Software	RightStar	Flycast Partners	BMC Software	BMC Software	BMC Software
	Presenter	Victoria Schmidt	Antonio Vargas	Steve Gibbs	Chuck Spencer	Aaron Sebastian	Daren Goeson / Jiayi Gu	LJ LongWing
	Track	IT Service Management	Discovery and Configuration Management	IT Service Management	IT Service Management	IT Service Management	Developer Track	Developer Track
LUNCH								
15:00-1550	Topic	LAB: Create an Application in Innovation Suite - Getting Started (Session 1 of 3)	FootPrints: Creative Business Process Solutions	Track-It! Inventory, Discovery, Software Licensing	Creating and Configuring Service Request Definitions in Remedyforce	Smart IT UI Configurability: Best-in-Class User Experience for One's Customized Remedy ITSM Solution	Remedy AR System Server 9.X - Row Level Security and Hierarchical Groups	Augmented Intelligence: The Real Future of AI in IT
	Company	BMC Software	O'Reilly Auto Parts	Blue River TI	BMC Software	BMC Software	BMC Software	Neva
	Presenter	Dave Sulcer	Rocky Fly	Jim Markle	Nikhil Deshpande / Hugo Gracia	Raj Cheruvu	Ashutosh Deshpande	Dan Turchin
	Track	Developer Track	IT Service Management	Discovery and Configuration Management	IT Service Management	IT Service Management Track	Developer Track	IT Service Management Track
Break								
16:00-1650	Topic	LAB: Create an Application in Innovation Suite - Create Powerful Views (Session 2 of 3)	Digital Finance Shared Services in Remedy	Integrations that Add Value to Your BMC Client Management Investment	ITSM and AR System Email Processing	How Advanced Analytics are Improving Service Desk Efficiency	911 - What's Your Emergency?	Enabling a Digital Workforce with Remedyforce and Salesforce
	Company	BMC Software	PT Mitre Integrasi Informatika	Flycast Partners	RMI Solutions	BMC Software	Comtech Telecommunications Corp	BMC Software
	Presenter	Dave Shapiro / Dave Sulcer	Priadi Priadi	Kyle Hamilton	Lenny Warren	Balaji Palani / Sarah Xu	Lief Zimmerman	Lisa Kraas
	Track	Developer Track	Operations Management and Automation	Discovery and Configuration Management	IT Service Management	Reporting and Analytics	IT Service Management	IT Service Management
Break								
17:00-1750	Topic	LAB: Create an Application in Innovation Suite - Deep Dive on Process Designer (Session 3 of 3)	How to Get the Biggest Bang for Your Training Dollars?	FootPrints: Getting Started with Version 12	Consuming Remedy Provided Restful Services	Utilizing BMC Remedy AR System Workflow and Atrium Integrator to Streamline Asset Management	Getting the Most Out of BMC Remedyforce CMDB for Asset and Change Management	ITSM Analytics in Action: Success Stories from the Real World
	Company	BMC Software	CyberTrain, Inc.	Flycast Partners	BMC Software	G2SF Inc	BMC Software	Numerify
	Presenter	Prasad Mysore / Dave Sulcer	Phil Schmidt	Greg Gielda	LJ LongWing	John Bilinski/James Nichols	John Fulton	Erik George / Ryan O'Shea
	Track	Developer Track	Product Review	IT Service Management	Developer Track	Discovery and Configuration Management	Discovery and Configuration Management	Reporting and Analytics