

WEDNESDAY - 8 November 2017

Room		Madison A - (LAB - 36)	Madison B - 60	Harper A - 60	Harper B - 60	Harper C - 60	Harper D - 60	Avery - 60
10:00-1050	Topic	LAB: Report Writing with Crystal Reports (Session 1 of 2)	Customer Showcase: BNP Paribas "A Successful ITSM Upgrade from 7.6.04 to 9.1 SP3"	Dynamic Dashboards for Executives to Awesome Admin	Introduction to Discovery (Formerly ADDM)	Down the Rabbit Hole with Atrium Integrator for Your CMDB	What's New in Remedy IT Service Management and the Future of BMC Remedy?	Remedy Customizations: The What, When, Where, How, and Why?
	Company	Microflo	BMC Software	Partner IT	Bull Creek Data	Los Alamos	BMC Software	RMI Solutions
	Presenter	Rosemary Lieberman	Florent Perot	Christine Bowen	Phil Bautista	James Van Sickle	Peter Adams	Lenny Warren
	Track	Reporting and Analytics	IT Service Management	Reporting and Analytics	Discovery and Configuration Management	IT Service Management	IT Service Management	Developer Track
Break								
11:00-1150	Topic	LAB: Report Writing with Crystal Reports (Session 2 of 2)	Basic Concepts of Normalization and Reconciliation	BMC - Troubleshooting Tips and Techniques	Navigational SRDs - AN Easier Way to Find Help	Build Modern Cloud Application Through Re-Usable Components Based Development	Mobile Integration with Remedy	Synthetic Application Monitoring of Remedy
	Company	Microflo	CyberTrain, Inc.	BMC Software	Los Alamos	BMC Software	Mobile Reach	Scapa Technologies
	Presenter	Rosemary Lieberman	Ann Zbylut	Deepak Somaiya / Ashutosh Deshpande	Julie Rockwood	Tom Adrian	Justin Boeckler	Derek Roberts
	Track	Reporting and Analytics	Discovery and Configuration Management	Developer Track	IT Service Management	Developer Track	Operations Management and Automation	Reporting and Analytics
Break								
12:00-1250	Topic	LAB: Working with Smart Reporting	Reduce Remedy and ITSM Licensing Costs with RRRLicense / Speed Up Development, Troubleshooting and App Management with AR Smarts	How to Get the Most out of FootPrints V12 Service Analytics	Remedyforce Administration Essentials	SOMETHING NEW TO SEE: Managing the IoT	Tips, Tricks and Best Practices for Remedy Smart Reporting	Powerful Techniques in Innovation Suite
	Company	CyberTrain, Inc.	RRR	RightStar	BMC Software	BMC Software	BMC Software	BMC Software
	Presenter	Ann Zbylut	Misi Miadoniczky/Kais Albassir	Kam Akrami	Hugo Gracia	Stephen Earl / Poonam Kale	Rahul Vedak	Laurent Matheo
	Track	IT Service Management	Product Review	IT Service Management	IT Service Management	Product Review	Reporting and Analytics	Developer Track
LUNCH								
15:00-1550	Topic	LAB: How to Configure and Manage Knowledge Articles?	Closing the Restful Gap, Consuming Restful Services with your Remedy Service	Track-It! Self-Service Customization and Usage	Proactive Service Management Across the Enterprise	Simplify, Elevate and Automate with Remedyforce Agent Discovery and Client Management	Control-M - Modernizing Workload	Service Request Management: The Art of Building Service Offerings
	Company	CyberTrain, Inc.	BMC Software	Blue River TI	Rockwell Collins	BMC Software	Techniker Krankenkasse	RMI Solutions
	Presenter	Victoria Schmidt	LJ LongWing	Jim Markle	Ceceila von Tiesenhausen-Hush	John Fulton	Lars Mahrendorf	Lenny Warren
	Track	IT Service Management	Developer Track	IT Service Management	IT Service Management	Discovery and Configuration Management	Operations Management and Automation	IT Service Management
Break								
16:00-1650	Topic	LAB: Remedy Web Reporting	Introduction to the Integration Service on Innovation Suite	How BMC Client Management can Protect You From Ransomware?	ITSM in a Multi-Cloud World: Automated Ticket Brokering and DevOps Integration with Remedy	Implementing Advanced CMDB - A Step-by-Step Guide & Remedyforce Story	Fast Track Program to Enablement Your Remedy Consultant	AR System: Things to Consider for Your Remedy Environment
	Company	CyberTrain, Inc.	BMC Software	BMC Software	BMC Software	BMC Software	PT Mitre Integrasi Informatika	RMI Solutions
	Presenter	Phil Schmidt	Robert Curlee	Aaron Sebastian	Pradeep Kumar	Nancy Hinich-Gualda	Priadi Priadi	Lenny Warren
	Track	IT Service Management	Developer Track	Discovery and Configuration Management	IT Service Management	IT Service Management	IT Service Management	Developer Track
Break								
17:00-1750	Topic	LAB: Tips to Configuring Digital Workplace (formerly MyIT)	Rapid Deployment of Remedy Patches Via Deployment Tool: Dev to Prod	How BMC Client Management can Help One to Prepare for an Audit?	Remedy AR System Server 9.x: How Full Text Search and Indexing (FTS) Work	Using Innovation Suite to Build a More Powerful Cloud Base Application	Integrated ITOM: How to Make Your IT Organization More Efficient Through Automation	SLA: Working with Service Level Agreements
	Company	CyberTrain, Inc.	BMC Software	Flycast Partners	BMC Software	BMC Software	BMC Software	RMI Solutions
	Presenter	Victoria Schmidt	Padma Rao	Kyle Hamilton	Ashutosh Deshpande	Anand Vidyasagar	Peter Adams	Lenny Warren
	Track	IT Service Management	Developer Track	Discovery and Configuration Management	Developer Track	Developer Track	Developer Track	IT Service Management