

THURSDAY - 9 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								
10:00-1050	Topic	LAB - Configuration Manager User Experience - Test Drive	A-to-Z of Remedy Single Sign-On	Service Catalog Zen: From Disparity to Consolidation	Mobile Field Workforce Enablement Best Practices	Atrium Integrator and CMDB Lifecycle Data	How to Use BMC Remedy Force for Non-IT Requests?	Design Your Applications like a UX Professional
	Company	BMC Software	BMC Software	BMC Software	Mobile Reach	CyberTrain, Inc.	BMC Software	BMC Software
	Presenter	Wid Spaulding / Stephen Earl	Alvin Hom / Rahul Vidak	Simon Geddes	Dan Dillon	Ann Zbylut	Olivier Segers	Angela Sandoval / Kayla Block
	Track	Discovery and Configuration Management	Developer Track	IT Service Management	Operations Management and Automation	Discovery and Configuration Management	IT Service Management	Developer Track
Break								
11:00-1150	Topic	Auto Test IT for ITSM Testing Automation	Rocking to Remedy 9.1	FootPrints Configuration Management: A Fool with a Tool is Still a Fool	Remedy Action Request System Advanced Topics	Product Categorization and Normalization Critical Points	Shining a Light on the Known and Unknowns with Remedyforce	Voice of the Customer: Remedy Calendar (Session 1 of 2)
	Company	Partner IT	Scapa Technologies	Flycast Partners	RMI Solutions	CyberTrain, Inc.	BMC Software	BMC Software
	Presenter	Robert Bowen/Samir Tripathy	Armen Avedisjan	Greg Giolda	Lenny Warren	Victoria Schmidt	Lisa Kraas	Kayla Block
	Track	Product Review	Developer Track	IT Service Management	Developer Track	IT Service Management	IT Service Management	IT Service Management
Break								
12:00-1250	Topic	LAB: Building and Deploying Services in BMC Digital Workplace Advanced	Introduction to BMC Business Flows	Track-It! Email Policies, Work Order Policies, Event Policies/Business Rules	Change Management: Ten Things to Consider for Change Management	What's New and Cool in ITSM?	BMC Discovery Roadmap Session to Discuss Future Vision	Voice of the Customer: Remedy Calendar (Session 1 of 2)
	Company	BMC Software	BMC Software	Blue River TI	RMI Solutions	CyberTrain, Inc.	BMC Software	BMC Software
	Presenter	Roger Scott	Jeff DesRoches	Jim Markle	Lenny Warren	Victoria Schmidt	Antonio Vargas	Kayla Block
	Track	IT Service Management Track	IT Service Management	IT Service Management	IT Service Management	IT Service Management	Discovery and Configuration Management	IT Service Management
LUNCH								
15:00-1550	Topic	Driving Employee Experience Through Analytics: A Fortune 500 Case Study	Using BMC Discovery to Understand AWS and Azure Cloud Instances	What's Coming on the BMC Client Management and FootPrints Roadmap?	ITSM: Things to Know About BMC ITSM Applications	Hot Trends in Knowledge Management	Transition from BMC Analytics to Smart Reporting	IT Procurement Management for Remedyforce
	Company	Numerify	BMC Software	BMC Software	RMI Solutions	CyberTrain, Inc.	BMC Software	NimbusNow
	Presenter	Patrick Gudat	Antonio Vargas	Don Cholish	Lenny Warren	Victoria Schmidt	Abhijeet Teli	Adam Alonso
	Track	Reporting and Analytics	Discovery and Configuration Management	IT Service Management	IT Service Management	IT Service Management	Reporting and Analytics	IT Service Management
Break								
16:00-1650	Topic	LAB: Performing Searches within Remedy Action Request System	Leverage Your Platform Investment - Easy to Integrate and Extend Remedyforce	FootPrints: A Migration Story from 11 to 12	CMDB: Things to Know About BMC Atrium CMDB Application	Zero Downtime Platform Upgrade	Remedy License Compliance and Assessing License Efficiency	Optimizing Remedyforce for Service Automation
	Company	CyberTrain, Inc.	BMC Software	BMC Software	RMI Solutions	BMC Software	RRR	RightStar
	Presenter	Phil Schmidt	Olivier Segers	Don Cholish	Lenny Warren	Deepak Somaiya / Ashutosh Deshpande	Misi Miadoniczky	Leo Garcia
	Track	IT Service Management	IT Service Management	IT Service Management	IT Service Management	Developer Track	IT Service Management	IT Service Management
Break								
17:00-1750	Topic	LAB: Integrating Remedyforce with Enterprise Apps (Cloud based or/and On-prem)	Track-It! Roadmap and Future Plans	PANEL: Client Management Focus Group	Mobile Application Deployment in Digital Workplace	How to Run an Effective Workshop?	Past, Present, and Future - Tuning New Versions of Remedy	KCS, Swarming, and More: Innovating Service Management with Remedy
	Company	Cloudaction and actionHub	BMC Software	BMC Software	BMC Software	CyberTrain, Inc.	Scapa Technologies	BMC Software
	Presenter	Collin Parker / Samir Kumar	Cris Coffey	Serena Lambiase	Sirjad Arachat	Victoria Schmidt	Bill Gleeson	Peter Adams
	Track	IT Service Management	IT Service Management	Discovery and Configuration Management	IT Service Management	IT Service Management	IT Service Management	IT Service Management