FRIDAY - 10 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								
0900 - 0950	**Topic**	LAB: Using Mobile for Remedy ITSM	Approvals Using CI People Relationships	Understanding Remedy Users and Usage with Statistics	Synthetic Application Monitoring of Remedy (REPEAT)			
	Company	CyberTrain, Inc.	CyberTrain, Inc.	Los Alamos	Scapa Technologies			
	Presenter	Victoria Schmidt	Ann Zbylut	James Van Sickle	Derek Roberts			
	Track	IT Service Management	Developer Track	Developer Track	Reporting and Analytics			
Break								
1000 - 1050	**Topic**	LAB: Introduction to Smart Reporting (REPEAT SESSION)	Optimizing Remedyforce for Service Automation (Repeat)	How to Integrate Remedyforce with Enterprise Apps using ActionHub (Repeat)	Best Practices for Upgrading to 9.X (REPEAT)			
	Company	BMC Software	RightStar	Cloudaction and actionHub	BMC Software			
	Presenter	Damian Hunt	Leo Garcia	Samir Kumar	Carin Sinclair			
	Track	IT Service Management	IT Service Management	IT Service Management	IT Service Management			
Break								
1100 - 1150	**Topic**	LAB - Configuration Manager User Experience - Test Drive (REPEAT SESSION)	How to Have more Effective Training as Part of Your Project and Beyond	How to Flip Your Training?	Consuming Remedy Provided Restful Services (REPEAT)			
	Company	BMC Software	CyberTrain, Inc.	CyberTrain, Inc.	BMC Software			
	Presenter	Wid Spaulding	Victoria Schmidt	Phil Schmidt	LJ LongWing			
	Track	Discovery and Configuration Management	IT Service Management	Product Review	Developer Track			
LUNCH								