

OVERALL SCHEDULE - 6 to 10 November 2017

SUGGESTED ORDER	Madison A - 60 (LAB - 36)	Madison B - 60 (LAB - 36)	Harper A - 60	Harper B - 60	Harper C - 60	Harper D - 60	Avery - 60
Tuesday - 10 AM	Building Applications in Innovation Suite	LAB: Sneak Peek and Test Drive of the New CMDB User Interface	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	Change Management: Ten Things to Consider for Change Management
	BMC Software	BMC Software	BMC Software	PT Mitra Integrasi Informatika	Los Alamos	BMC Software	RMI Solutions
	Steve Wong/Robert Curlee	Wid Spaulding	Serena Lambiase	Priadi Priadi	James Van Sickle	Carin Sinclair	Lenny Warren
	Developer Track	Discovery and Configuration Management	Discovery and Configuration Management	IT Service Management	IT Service Management	IT Service Management	IT Service Management
Tuesday - 11 AM	Making the Shift to Innovation Suite Developer	Roadmap Session on 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	ITSM: Things to Know About BMC ITSM Applications
	BMC Software	BMC Software	RightStar	BMC Software	BMC Software	CyberTrain, Inc.	RMI Solutions
	Dave Sulcer	Larry Toube / Bianca Buckridee	Jim Markle	Rahul Vedak	Stephen Earl	Ann Zbylut	Lenny Warren
	Developer Track	IT Service Management	IT Service Management	Reporting and Analytics	Product Review	Developer Track	IT Service Management
Tuesday - 12 PM	Create an Application in Innovation Suite - Getting Started (Session 1 of 3)	LAB: Ins and Outs of Smart Reporting	Getting More out of your BMC Client Management	Organizing Change Management: The "Other Change Management"	Using RemedyForce Self Service 3.0 - More Powerful and Intuitive Than Ever	Rocking to Remedy 9.1	Use Innovation Suite to Build a More Powerful Cloud Base Application
	BMC Software	BMC Software	RightStar	Flycast Partners	BMC Software	Scapa Technologies	BMC Software
	Dave Sulcer	Damian Hunt	Steve Gibbs	Chuck Spenser	KellyAnn Lanspa	Armen Avedisjan	Anand Vidyasagar
	Developer Track	IT Service Management	IT Service Management	IT Service Management	IT Service Management	Developer Track	Developer Track
Tuesday - 3 PM	Create an Application in Innovation Suite - Create Powerful Views (Session 2 of 3)	FootPrints: Created Business Process Solutions	Track-It! Inventory, Discovery, Software Licensing	Build Modern Cloud Application Through Re-Usable Components Based Development	Increase Employee Productivity and Engagement with a Digital Workplace	Remedy AR System Server 9.X - Row Level Security and Hierarchical Groups	Augmented Intelligence: The Real Future of AI in IT
	BMC Software	O'Reilly Auto Parts	Rightstar	BMC Software	BMC Software	BMC Software	Neva
	Dave Shapiro / Dave Sulcer	Rocky Fly	Jim Markle	Dave Sulcer/Tom Adrian	Larry Toube	Ashutosh Deshpande	Dan Turchin
	Developer Track	IT Service Management	Discovery and Configuration Management	Developer Track	IT Service Management	Developer Track	IT Service Management Track
Tuesday - 4 PM	Create an Application in Innovation Suite - Deep Dive on Process Designer (Session 3 of 3)	LAB: Tips and Tricks of Transitioning to Smart IT	Intergrations that Add Value to Your BMC Client Management Investment	Creating and Configuring Service Request Definitions in RemedyForce	How Advanced Analytics are Improving Service Desk Efficiency	911 - What's Your Emergency?	The Digital Workplace with RemedyForce and Salesforce
	BMC Software	CyberTrain, Inc.	Flycast Partners	BMC Software	BMC Software	Comtech Telecommunications Corp	BMC Software
	Prasad Mysore / Dave Sulcer	Victoria Schmidt	Kyle Hamilton	KellyAnn Lanspa	Balaji Palani / Sarah Xu	Lief Zimmerman	Jon Leighton
	Developer Track	IT Service Management	Discovery and Configuration Management	IT Service Management	Reporting and Analytics	IT Service Management	IT Service Management
Tuesday - 5 PM	Powerful Techniques in Innovation Suite	LAB: Working with Smart Reporting	FootPrints: Getting Started with Version 12	ITSM in a Multi-Cloud World: Automated Ticket Brokering and DevOps Integration with Remedy	Utilizing BMC Remedy AR System Workflow and Atrium Integrator to Streamline Asset Management	A-to-Z of Remedy Single Sign-On	CMDB: Things to Know About BMC Atrium CMDB Application
	BMC Software	CyberTrain, Inc.	Flycast Partners	BMC Software	G2SF Inc	BMC Software	RMI Solutions
	Laurent Matheo	Ann Zbylut	Greg Gielda	Pradeep Kumar	John Bilinski	Alvin Horn	Lenny Warren
	Developer Track	IT Service Management	IT Service Management	IT Service Management	Discovery and Configuration Management	Developer Track	IT Service Management
Wednesday - 10 AM	How to Get the Biggest Bang for Your Training Dollars?	LAB: Report Writing with Crystal Reports (Session 1 of 2)	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?
	CyberTrain, Inc.	BMC Software	Partner IT	Bull Creek Data	Los Alamos	BMC Software	RMI Solutions
	Phil Schmidt	Rosemary Lieberman	Christine Bowen	Phil Bautista	James Van Sickle	Peter Adams	Lenny Warren
	Product Review	Reporting and Analytics	Reporting and Analytics	Discovery and Configuration Management	IT Service Management	IT Service Management	Developer Track
Wednesday - 11 AM	LAB: How to Configure and Manage Knowledge Articles?	LAB: Report Writing with Crystal Reports (Session 2 of 2)	Introduction to the Integration Suite Using Innovation Suite	Navigational SRDs - AN Easier Way to Find Help	What is Rest API and How to Use It?	Mobile Integration with Remedy	Remedy Action Request System Advanced Topics
	CyberTrain, Inc.	BMC Software	BMC Software	Los Alamos	BMC Software	Mobile Reach	RMI Solutions
	Victoria Schmidt	Rosemary Lieberman	Robert Curlee	Julie Rockwood	LJ LongWing	Justin Boeckler	Lenny Warren
	IT Service Management	Reporting and Analytics	Developer Track	IT Service Management	Developer Track	Operations Management and Automation	Developer Track

Wednesday - 12 PM	LAB: Remedy Web Reporting CyberTrain, Inc.	LAB: Raid Deployment of Remedy Patches Via Deployment Tool: Dev to Prod BMC Software	How to Get the Most out of FootPrints V12 Service Analytics RightStar	RemedyForce Administration Essentials BMC Software	CMDB Roadmap and Configuration Management in the Worst of IoT BMC Software	Tips, Tricks and Best Practices for Remedy Smart Reporting BMC Software	The Future of IT Services is Cognitive BMC Software	
	Phil Schmidt	Padma Rao	Kam Akrami	Jon Leighton	Stephen Earl	Rahul Verdak (TBD)	Rick Nelson	
	IT Service Management	Developer Track	IT Service Management	IT Service Management	Product Review	Reporting and Analytics	Developer Track	
Wednesday - 3 PM	Basic Concepts of Normalization and Reconciliation CyberTrain, Inc.	FootPrints SLA: The Art of the Deal RightStar	Track-It! Self-Service Customization and Usage RightStar	Proactive Service Management Across the Enterprise Rockwell Collins	RemedyForce: Discover Discovery Everywhere BMC Software	Control-M - Modernizing Workload Techniker Krankenkasse	Service Request Management: The Art of Building Service Offerings RMI Solutions	
	Ann Zbylut	Kam Akrami	Jim Markle	Cecelea von Tiesenhausen-Hush	John Fulton / KellyAnn Lanspa	Lars Mahrendorf	Lenny Warren	
	Discovery and Configuration Management	IT Service Management	IT Service Management	IT Service Management	Discovery and Configuration Management	Operations Management and Automation	IT Service Management	
Wednesday - 4 PM	LAB: Tips to Configuring Digital Workplace (formerly MyIT) CyberTrain, Inc.	LAB: How to Incorporate Remedy ITSM Customizations into Smart IT? BMC Software	How BMC Client Management can Protect You From Ransomware? BMC Software	Service Management in a Hybrid (Devops + Traditional + Cloud) Environment Dow Jones & Company	Implementing Advanced CMDB - A Step-by-Step Guide & RemedyForce Story BMC Software	Fast Track Program to Enablement Your Remedy Consultant PT Mitre Integreal Informatika	Cloud Control: A Remedy Weather Vane for Your Server Farm Wells Fargo	
	Victoria Schmidt	Peter Adams	Aaron Sebastian	Tauf Chowdhury	Nancy Hinch-Gualda	Priadi Priadi	Barry Lindstrom	
	IT Service Management	IT Service Management	Discovery and Configuration Management	IT Service Management	IT Service Management	IT Service Management	Operations Management and Automation	
Wednesday - 5 PM	Reduce Remedy and ITSM Licensing Costs with RRR License / Speed Up Development, Troubleshooting and App Management with AR Smarts RRR	LAB: Building and Deploying Services in BMC Digital Workplace Advanced BMC Software	How BMC Client Management can Help One to Prepare for an Audit? Flycast Partners	Remedy AR System Server 9.x: How Full Text Search and Indexing (FTS) Work BMC Software	Using BMC Discovery SAAM to Model Cloud Applications BMC Software	Introduction to BMC Business Flows BMC Software	How to Incorporate Discovery in a Multi-Cloud Environment BMC Software	
	Misi Miadoniczky/Kais Albassir	Roger Scott	Kyle Hamilton	Ashutosh Deshpande	Wid Spaulding	Steve Terry	Antonio Vargas	
	Product Review	Developer Track	Discovery and Configuration Management	Developer Track	Discovery and Configuration Management	IT Service Management	Discovery and Configuration Management	
Thursday - 10 AM	Integrated ITOM: How to Make Your IT Organization More Efficient Through Automation BMC Software	Auto Test IT for ITSM Testing Automation Partner IT	How BMC Uses BMC Client Management? BMC Software	How to Use BMC Remedy Force for Non-IT Requests? BMC Software	Atrium Integrator and CMDB Lifecycle Data CyberTrain, Inc.	How to Integrate RemedyForce with Enterprise Apps using ActionHub Cloudaction and actionHub	Mobile Field Workforce Enablement Best Practices Mobile Reach	
	Peter Adams	Robert Bowen/Samir Tripathy	Serena Lambiase	Oliver Segers	Ann Zbylut	Samir Kumar	Dan Dillon	
	IT Service Management	Product Review	Discovery and Configuration Management	IT Service Management	Discovery and Configuration Management	IT Service Management	Operations Management and Automation	
Thursday - 11 AM	BMC - Troubleshooting Tips and Techniques BMC Software	Getting the Most Out of BMC RemedyForce CMDB for Asset and Change Management BMC Software	FootPrints Configuration Management: A Fool with a Tool is Still a Fool Flycast Partners	Top 10 Things You Did Not Know Discovery Could Do? BMC Software	Product Categorization and Normalization Critical Points CyberTrain, Inc.	Shining a Light on the Known and Unknowns Nuance Health Care	AR System: Things to Consider for Your Remedy Environment RMI Solutions	
	Deepak Somaiya / Ashutosh Deshpande	John Fulton / KellyAnn Lanspa	Greg Gielda	Antonio Vargas / Raphael Chauvel	Victoria Schmidt	Jon Leighton	Lenny Warren	
	Developer Track	Discovery and Configuration Management	IT Service Management	Discovery and Configuration Management	IT Service Management	IT Service Management	Developer Track	
Thursday - 12 PM	LAB: Building Connectors in Innovation Suite BMC Software	Consuming Remedy Provided Restful Services BMC Software	Track-It! Email Policies, Work Oder Policies, Event Policies/Business Rules Rightstar	How to Federate Service Catalogs? BMC Software	What's New and Cool in ITSM? CyberTrain, Inc.	Discovery Roadmap Session to Discuss Future Vision BMC Software	AR System: Working with Integrating Data Into Remedy RMI Solutions	
	Robert Curlee / Kevin Goerlitz	LJ LongWing	Jim Markle	Larry Toube	Victoria Schmidt	Raphael Chauvel / Antonio Vargas	Lenny Warren	
	Developer Track	Developer Track	IT Service Management	IT Service Management	IT Service Management	Discovery and Configuration Management	Developer Track	
Thursday - 3 PM	LAB: Using BMC Discovery to Understand AWS and Azure Cloud Instances BMC Software	LAB: Ins and Outs of Smart Reporting (REPEAT SESSION) BMC Software	What's Coming on the BMC Client Management and FootPrints Roadmap? BMC Software	SLA: Working with Service Level Agreements RMI Solutions	Hot Trends in Knowledge Management CyberTrain, Inc.	Transition from BMC Analytics to Smart Reporting BMC Software	Optimizing Remedyforce for Service Automation RightStar	

	Wid Spaulding	Damian Hunt	Don Cholish	Lenny Warren	Victoria Schmidt	Rahul Vedak	Leo Garcia	
	Discovery and Configuration Management	IT Service Management	IT Service Management	IT Service Management	Product Review	Reporting and Analytics	IT Service Management	
Thursday - 4 PM	LAB: Integrating Remedyforce with Enterprise Apps (Cloud based or/and On-prem)	LAB: Performing Searches within Remedy Action Request System	FootPrints: A Migration Story from 11 to 12	AR System: How to get the Most Out of One's Remedy Consultant?	Zero Downtime Platform Upgrade	Remedy License Compliance and Assessing License Efficiency	Innovation Suite App Showcase	
	Cloudaction and actionHub	CyberTrain, Inc.	Cellular Sales	RMI Solutions	BMC Software	RRR	BMC Software	
	Collin Parker / Samir Kumar	Phil Schmidt	Don Cholish	Lenny Warren	Deepak Somaiya / Ashutosh Deshpande	Misi Miadoniczky	Dave Sulcer	
	IT Service Management	IT Service Management	IT Service Management	IT Service Management	Developer Track	IT Service Management	Developer Track	
Thursday - 5 PM	LAB: Leverage Your Platform Investment - Easy to Integrate and Extend RemedyForce	Track-It! Roadmap and Future Plans	PANEL: Client Management Focus Group	Closing the Restful Gap, Consuming Restful Services with your Remedy Service	How to Run an Effective Workshop?	Past, Present, and Future - Tuning New Versions of Remedy	Digital Finance Shared Services in Remedy	
	BMC Software	BMC Software	BMC Software	BMC Software	CyberTrain, Inc.	Scapa Technologies	PT Mitre Integral Informatika	
	Oliver Segers / KellyAnn Lanspa	Cris Coffey	Serena Lambiase	LJ LongWing	Victoria Schmidt	Bill Gleeson	Priadi Priadi	
	IT Service Management	IT Service Management	Discovery and Configuration Management	Developer Track	IT Service Management	IT Service Management	Operations Management and Automation	
Friday - 9 AM	LAB: Using Mobile for Remedy ITSM	Approvals Using CI People Relationships	Understanding Remedy Users and Usage with Statistics	Synthetic Application Monitoring of Remedy	Innovation Suite: Taking Your Remedy Skills into a New Horizon			
	CyberTrain, Inc.	CyberTrain, Inc.	Los Alamos	Scapa Technologies	Daniel Bloom Consulting			
	Victoria Schmidt	Ann Zbylut	James Van Sickle	Derek Roberts	Daniel Bloom			
	IT Service Management	Developer Track	Developer Track	Reporting and Analytics	Developer Track			
Friday - 10 AM	How to Have more Effective Training as Part of Your Project and Beyond	Best Security Starts with Discovery	Software Asset Management with Discovery & Flexera: Managing Compliance and Governance	Demonstrate Team Efficiency Application Built Using Innovation Suite	Chatbots in the Enterprise			
	CyberTrain, Inc.	BMC Software	BMC Software	BMC Software	BMC Software			
	Victoria Schmidt	Brian Alexander	TBD	TBD	Daren Goeson / Jiayi Gu			
	IT Service Management	Discovery and Configuration Management	Discovery and Configuration Management	Developer Track	Developer Track			
Friday - 11 AM	How to Flip Your Training?	Service Desk - Recording Information the Smart Way	Develop Digital Service App using the Cognitive Service of Innovation Suite to Develop Smarter Digital App	Innovation Suite Smart Store - NextGen CMDB	Working with Cognitive Help			
	CyberTrain, Inc.	BMC Software	BMC Software	BMC Software	BMC Software			
	Phil Schmidt	TBD	TBD	TBD	TBD			
	Product Review	IT Service Management	Developer Track	IT Service Management	Developer Track			