

OVERALL SCHEDULE - 6 to 10 November 2017

SUGGESTED ORDER	Madison A - (LAB - 36)	Madison B - 60	Harper A - 60	Harper B - 60	Harper C - 60	Harper D - 60	Avery - 60	
Tuesday - 10 AM	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	
	BMC Software Joon Hahn	BMC Software Steve Wong/Robert Curlee	BMC Software Serena Lambiase	PT Mitra Integrasi Informatika Priadi Priadi	Los Alamos James Van Sickle	BMC Software Carin Sinclair	Cloudaction and actionHub Samir Kumar	
	IT Service Management	Developer Track	Discovery and Configuration Management	IT Service Management	IT Service Management	IT Service Management	IT Service Management	
Tuesday - 11 AM	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 Spotlite - 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	
	BMC Software Damian Hunt/Joon Hahn	BMC Software Sirjad Acharat	Blue River TI Jim Markle	BMC Software Rahul Vedak	BMC Software Stephen Earl / Poonam Kale	CyberTrain, Inc. Ann Zbylut	BMC Software Dave Sulcer	
	IT Service Management	IT Service Management	IT Service Management	Reporting and Analytics	Product Review	Developer Track	Developer Track	
Tuesday - 12 PM	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?	
	CyberTrain, Inc. Victoria Schmidt	BMC Software Antonio Vargas	RightStar Steve Gibbs	Flycast Partners Chuck Spencer	BMC Software Aaron Sebastian	BMC Software Daren Goeson / Jiayi Gu	BMC Software LJ LongWing	
	IT Service Management	Discovery and Configuration Management	IT Service Management	IT Service Management	IT Service Management	Developer Track	Developer Track	
Tuesday - 3 PM	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	
	BMC Software Dave Sulcer	O'Reilly Auto Parts Rocky Fly	Blue River TI Jim Markle	BMC Software Nikhil Deshpande / Hugo Gracia	BMC Software Raj Cheruvu	BMC Software Ashutosh Deshpande	Neva Dan Turchin	
	Developer Track	IT Service Management	Discovery and Configuration Management	IT Service Management	IT Service Management Track	Developer Track	IT Service Management Track	
Tuesday - 4 PM	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	
	BMC Software Dave Shapiro / Dave Sulcer	PT Mitre Integrasi Informatika Priadi Priadi	Flycast Partners Kyle Hamilton	RMI Solutions Lenny Warren	BMC Software Balaji Palani / Sarah Xu	Comtech Telecommunications Corp Lief Zimmerman	BMC Software Lisa Kraas	
	Developer Track	Operations Management and Automation	Discovery and Configuration Management	IT Service Management	Reporting and Analytics	IT Service Management	IT Service Management	
Tuesday - 5 PM	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	
	BMC Software Prasad Mysore / Dave Sulcer	CyberTrain, Inc. Phil Schmidt	Flycast Partners Greg Gielda	BMC Software LJ LongWing	G2SF Inc John Bilinski/James Nichols	BMC Software John Fulton	Numerify Erik George / Ryan O'Shea	
	Developer Track	Product Review	IT Service Management	Developer Track	Discovery and Configuration Management	Discovery and Configuration Management	Reporting and Analytics	
Wednesday - 10 AM	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?	
	Microflo Rosemary Lieberman	BMC Software Florent Perot	Partner IT Christine Bowen	Bull Creek Data Phil Bautista	Los Alamos James Van Sickle	BMC Software Peter Adams	RMI Solutions Lenny Warren	
	Reporting and Analytics	IT Service Management	Reporting and Analytics	Discovery and Configuration Management	IT Service Management	IT Service Management	Developer Track	
Wednesday - 11 AM	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	
	Microflo	CyberTrain, Inc.	BMC Software	Los Alamos	BMC Software	Mobile Reach	Scapa Technologies	

	Rosemary Lieberman	Ann Zbylut	Deepak Somaiya / Ashutosh Deshpande	Julie Rockwood	Tom Adrian	Justin Boeckler	Derek Roberts	
	Reporting and Analytics	Discovery and Configuration Management	Developer Track	IT Service Management	Developer Track	Operations Management and Automation	Reporting and Analytics	
Wednesday - 12 PM	LAB: Working with Smart Reporting	Reduce Remedy and ITSM Licensing Costs with RRR/License / 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	
	CyberTrain, Inc.	RRR	RightStar	BMC Software	BMC Software	BMC Software	BMC Software	
	Ann Zbylut	Misi Miadoniczky/Kais Albassir	Kam Akrami	Hugo Gracia	Stephen Earl / Poonam Kale	Rahul Vedak	Laurent Matheo	
	IT Service Management	Product Review	IT Service Management	IT Service Management	Product Review	Reporting and Analytics	Developer Track	
Wednesday - 3 PM	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	
	CyberTrain, Inc.	BMC Software	Blue River TI	Rockwell Collins	BMC Software	Techniker Krankenkasse	RMI Solutions	
	Victoria Schmidt	LJ LongWing	Jim Markle	Cecelia von Tiesenhausen-Hush	John Fulton	Lars Mahrendorf	Lenny Warren	
	IT Service Management	Developer Track	IT Service Management	IT Service Management	Discovery and Configuration Management	Operations Management and Automation	IT Service Management	
Wednesday - 4 PM	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	
	CyberTrain, Inc.	BMC Software	BMC Software	BMC Software	BMC Software	PT Mitre Integrasi Informatika	RMI Solutions	
	Phil Schmidt	Robert Curlee	Aaron Sebastian	Pradeep Kumar	Nancy Hinich-Gualda	Priadi Priadi	Lenny Warren	
	IT Service Management	Developer Track	Discovery and Configuration Management	IT Service Management	IT Service Management	IT Service Management	Developer Track	
Wednesday - 5 PM	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	
	CyberTrain, Inc.	BMC Software	Flycast Partners	BMC Software	BMC Software	BMC Software	RMI Solutions	
	Victoria Schmidt	Padma Rao	Kyle Hamilton	Ashutosh Deshpande	Anand Vidyasagar	Peter Adams	Lenny Warren	
	IT Service Management	Developer Track	Discovery and Configuration Management	Developer Track	Developer Track	IT Service Management	IT Service Management	
Thursday - 10 AM	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	
	BMC Software	BMC Software	BMC Software	Mobile Reach	CyberTrain, Inc.	BMC Software	BMC Software	
	Wid Spaulding / Stephen Earl	Alvin Hom / Rahul Vidak	Simon Geddes	Dan Dillon	Ann Zbylut	Olivier Segers	Angela Sandoval / Kayla Block	
	Discovery and Configuration Management	Developer Track	IT Service Management	Operations Management and Automation	Discovery and Configuration Management	IT Service Management	Developer Track	
Thursday - 11 AM	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)	
	Partner IT	Scapa Technologies	Flycast Partners	RMI Solutions	CyberTrain, Inc.	BMC Software	BMC Software	
	Robert Bowen/Samir Tripathy	Armen Avedisjan	Greg Gielda	Lenny Warren	Victoria Schmidt	Lisa Kraas	Kayla Block	
	Product Review	Developer Track	IT Service Management	Developer Track	IT Service Management	IT Service Management	IT Service Management	
Thursday - 12 PM	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)	
	BMC Software	BMC Software	Blue River TI	RMI Solutions	CyberTrain, Inc.	BMC Software	BMC Software	
	Roger Scott	Jeff DesRoches	Jim Markle	Lenny Warren	Victoria Schmidt	Antonio Vargas	Kayla Block	
	IT Service Management Track	IT Service Management	IT Service Management	IT Service Management	IT Service Management	Discovery and Configuration Management	IT Service Management	

Thursday - 3 PM	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	
	Numerify	BMC Software	BMC Software	RMI Solutions	CyberTrain, Inc.	BMC Software	NimbusNow	
	Patrick Gudat	Antonio Vargas	Don Cholish	Lenny Warren	Victoria Schmidt	Abhijeet Teli	Adam Alonso	
	Reporting and Analytics	Discovery and Configuration Management	IT Service Management	IT Service Management	IT Service Management	Reporting and Analytics	IT Service Management	
Thursday - 4 PM	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	
	CyberTrain, Inc.	BMC Software	BMC Software	RMI Solutions	BMC Software	RRR	RightStar	
	Phil Schmidt	Olivier Segers	Don Cholish	Lenny Warren	Deepak Somaiya / Ashutosh Deshpande	Misi Miadoniczky	Leo Garcia	
	IT Service Management	IT Service Management	IT Service Management	IT Service Management	Developer Track	IT Service Management	IT Service Management	
Thursday - 5 PM	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	
	Cloudaction and actionHub	BMC Software	BMC Software	BMC Software	CyberTrain, Inc.	Scapa Technologies	BMC Software	
	Collin Parker / Samir Kumar	Cris Coffey	Serena Lambiase	Sirjad Arachat	Victoria Schmidt	Bill Gleeson	Peter Adams	
	IT Service Management	IT Service Management	Discovery and Configuration Management	IT Service Management	IT Service Management	IT Service Management	IT Service Management	
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 (REPEAT)				
	CyberTrain, Inc.	CyberTrain, Inc.	Los Alamos	Scapa Technologies				
	Victoria Schmidt	Ann Zbylut	James Van Sickle	Derek Roberts				
	IT Service Management	Developer Track	Developer Track	Reporting and Analytics				
Friday - 10 AM	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)				
	BMC Software	RightStar	Cloudaction and actionHub	BMC Software				
	Damian Hunt	Leo Garcia	Samir Kumar	Carin Sinclair				
	IT Service Management	IT Service Management	IT Service Management	IT Service Management				
Friday - 11 AM	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)				
	BMC Software	CyberTrain, Inc.	CyberTrain, Inc.	BMC Software				
	Wid Spaulding	Victoria Schmidt	Phil Schmidt	LJ LongWing				
	Discovery and Configuration Management	IT Service Management	Product Review	Developer Track				