

“BMC Service Desk Express”

Fusion User Group - 3rd February 2010

Address: Hilton London Euston, 17-18 Upper Woburn Place,
London WC1H 0HT - Time: 10 am to 4.30 pm (registration begins at 9.30am)



WHO SHOULD ATTEND?

- Service Desk Express owners and Administrators
- IT Operations Managers

HOT TOPICS

- See Version 10 SDE before its release?
- Meet the BMC Product Managers for Service Desk Express

Fusion User Group

To book your place,
please contact Gavish Patel on
020 8814 4888 or email
gavish.patel@fusion.co.uk

Morning

Key note Address from BMC - *Greg Myers*,
Director of SDE Product Line

BMC Service Desk Express Business Update

BMC ITSM Strategy and Roadmap

Serena Lambiase - Senior Product Manager

Overview of BMC ITSM Express

Strategy and Future Considerations

Lunch

Afternoon

SDE Version 10 What's New - *Serena Lambiase*
Review of the new features of SDE version 10,
before it's release!

KPI Reporting - *Graham Hammonds*

How to get the most out of reporting from
your Service Desk

Reducing calls to your Service Desk - *Andy Thomas*

How using Client Services can reduce calls
to your service desk

Reducing Time, Effort and Costs of
managing IT operations - *Les Jackson*

A look at BMC Pro-active Net and how it
can improve your Service Operations

Customer Roundtable

Session where customers can share their
experiences with SDE and provide
feedback to BMC!