



Fusion User Group 2008

This year's theme – "Improving efficiency and automation in IT Management"

Regional Event at The Belfry, Birmingham on Wednesday 19th November

The Fusion User Group 2008 Regional Event in Birmingham which will follow a refined format to the Main Event in London for logistical reasons. For details of the London Event, please check our website <http://www.fusion.co.uk>. In Birmingham, the morning is designed for IT professionals in your organisation to get a briefing on the latest trends in IT Service Management and Operations and how BMC Software and Fusion are helping you meet them. We are delighted to have **Jonathon Priestly, BMC EMEA Director of Marketing**, as our keynote speaker and our topics will include Service Support and Service Automation. In the afternoon, there will be sessions focussed on Remedy, Service Desk Express and Infrastructure themes.

HOT TOPICS

- Service Catalogs
- Service Improvement Programmes
- Virtualisation
- Server Management
- Latest on Remedy roadmap

Who Should Attend?

- Remedy and SDE owners
- Infrastructure, Operations and Data Centre managers
- IT Operations Managers
- IT Service Managers

MORNING

Executive briefing

Introduction and Welcome

Short update on BMC and Fusion and our theme for the day "improving efficiency and automation in IT Management"

Keynote Address – Jonathon Priestly, BMC EMEA Director of Marketing

Technology and market trends including why BMC are working so closely with vmware and why they purchased ITM Software

Making efficiencies with your existing Service Support solutions

This will draw on ITIL v3, Key Performance Indicators and how the BMC product set helps achieve best practice savings. We will look at Service Request Management, linking incident to operations event management, change management and asset management.

Introducing BMC Bladelogic

Briefing on how BMC Bladelogic is being used to reduce the cost of managing both physical and virtual servers

Predict and proactively manage events before they impact business services

Correlate events to business applications and predict an outage based on BMC ProactiveNet Analytics

Two success stories from Fusion customers

Lunch

AFTERNOON

Focussed Briefings

Do you have the comprehensive visibility and control you need to deliver the most effective IT?

BMC's latest acquisition, ITM Software, delivers the first integrated approach to IT Business Management. See it in action.

Automating infrastructure operations with a demo of Bladelogic

How one of our customers is using Fusion Application Support to improve efficiency

Briefing on Remedy

Review of Remedy Service Request Management and demonstration of how easy it is to implement a request type that actually provides value (cost savings). Also looking ahead to Remedy AR and ITSM 7.5

Briefing on Infrastructure related topics

Predict an outage based on BMC ProactiveNet Analytics and notify the service desk with the right information. Also Direction of Marimba and Bladelogic.

Briefing on Service Desk Express

Working Demonstration of 9.7 including Pitfalls/Lessons learnt with upgrading and Product Roadmap followed by a Q&A session

Drinks Reception

