



## Fusion User Group 2008

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

#### Main Event - London IOD (City of London) on Tuesday 25th November

Introducing the Fusion User Group 2008 in a refined format. 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 **Tom Bishop the BMC Software CTO**, as our keynote speaker and our topics will include Service Support and Service Automation. In the afternoon, there will be breakout 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 – Tom Bishop, CTO of BMC Software

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

###### Remedy Breakout for those that use Remedy

In-depth look at Remedy SRM and demonstrate 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

###### Infrastructure Breakout for infrastructure and server managers

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

###### Service Desk Express Breakout for those that use SDE

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

###### Drinks Reception

