Nordic ITSM User Group Meeting
Tuesday, 2nd October 2018
IBM Client Center Copenhagen, Holte

Agenda	
09:00 – 09:30	**Registration and Tea/Coffee**
09:30 – 11:00	**Session 1: Kick-off: IBM Operations Management Overview and Roadmap** • Market trends in Operations Management. • Cloud Management Portfolio at high level. • Information about the Opreation Management Portfolio: The new Netcool Operations Insights v.1.5 on IBM Cloud Private (ICP), Predictive Insights (PI) and Cloud Event Management (CEM). *Speaker: Joakim Tenlen*
11:00 – 11:15	**Short break**
11:15 – 12:20	**Session 2: IBM Cloud App Management V2018.2.0** • Brings modern application management to your DevOps and IT operations. • Bringing ITM & APM Together in One Offering and the way forward for ITM/ITCAM. • Strategy & Directions - Whats next for existing ITM, ITCAM and APM V8 customers? • Demo: GUI, Incident/Event Management, Event List, Alert Notification, Run Book Automation. *Speaker: Ben Stern*
12:20 – 13:00	**Lunch Break**
13:00 – 13:30	**Session 3: IBM Cloud Application Business Insights (ICABI) - *New solution*** • The new dashboarding solution • Create and publish dashboards using a variety of sourced IT and Business data to provide insights into your operation • Demo: How to define dashboards for specific business systems, users/groups/customers using Dashboard Designer etc. *Speaker: Ben Stern*
13:30 – 14.30	**Session 4: Portfolio Level Demo** *Speaker: Ben Stern*
14:30 – 15:00	**Coffee Break**
15.00 – 15:30	**Session 5: Demos** • Netcool Perfomance Insight (NPI) v. 1.3 • Cloud Event Management (CEM) *Speakers: Dharmendra Singh, Finn Bastrup*
15:30 – 16:15	**Session 6: Questions / topics from customers** • Monitoring of kubernetes/dockerized environments. • I would like to hear some best practices on real end-user monitoring with APM, preferable on different HTTP server types. • Best practices on making (e.g. TCR/Cognos) reports with APM collected data? • Other questions/issues. *Panel: Ben Stern, Joakim Tenlen, Dharmendra Singh*
16:15 – 16:30	**Closing Session, general comments and evaluation**
16:30	**End of meeting**