ITSMA Practitioner Forum
Program Overview
2017
What is the ITSMA Practitioner Forum?

– Online meeting to regularly exchange information on ITSMA technical and implementation topics with HPE, partners, and customers
  – Bi-weekly series consisting of technical demonstrations and/or “office hours” discussions
  – Technical demonstrations are recorded and hosted [here](#) (location will change in the future)
  – Not a replacement for the [HPE Community](#), but real-time discussions for deeper technical expertise
– While primarily technical deep dives, some sessions will target the business owner (e.g., release overviews, Roadmap)
Who should attend?

– Primarily target advanced users looking for deeper, technical, discussion on implementation questions

– Consider attending the PF for these types of topics:
  – “I'm already familiar with ITSMA integration infrastructure, the use of endpoints, etc, as well as the use of DSL expressions, and looking for hands-on information on how to setup and configure the LDAP integration.”
  – “Can you provide a drill-down on LDAP integration.”

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– See this HPE Community: Learn posting for exact date and topic (no actual invitation, block your calendar)

– Otherwise, consider whether which resources is most appropriate
Sample topics

– Office hours [depending on release activity, every 2\textsuperscript{nd} or 3\textsuperscript{rd} session may be an open Q&A drop-in session]
– ITSMA in Containers: April 2017 release overview, capabilities and Q&A
– July 2017 Release Introduction
– ITSMA in Containers: Docker and K8S deep-dive
– ITSMA NG Architecture and Sizing
– ITSMA Suite Upgrade Planning
When are the meetings? How do I sign up?

– No sign-up required
– Create a calendar invite to block the time
– Meetings are every second Wednesday, 8 AM PST
Summary

- Regular, group, meeting every 2 weeks*
  - Every second Wednesday, 8 AM PST
  - See [this HPE Community: Learn posting](#) for exact date and topic (no actual invitation, block your calendar)

- Format
  - Sessions are either technical demonstration, open “office hours” type discussion, or both
  - Not the forum for checking ticket status, enhancement or roadmap questions

- Audience
  - Expert or experienced administrators and implementers
  - Select topics also target business owner

- Requirements
  - Internal or partner: level 100 and 200 course work
  - Customers: product implementation experience

- Rules of engagement
  - Actively Participate!
  - This is your time to share your expertise for the greater good (of the product 😊) – think openly, strategically & creatively
  - Product discussions are not commitments

- Confidential
  - These are group meetings – customers, partners and internal participants on the same call
  - “Chatham House Rule” – at a meeting, anyone can use info from the discussion but aren’t allowed to reveal the source

* Subject to change; changes announced at least 1 week in advance whenever possible