

CONNECT19

Training Day - May 14 2019

Morning

MAIN THEATRE

8:30 - 8:45

Welcome

Martijn Adams, Managing Director



8:45 - 9:30

Discovery With the 4me SCCM Connector

Andy Richardson, Service Management Architect

Get an overview of the 4me SCCM Connector and the concepts involved with using a tool like SCCM to discover your computing environment along with deployed software and user information. Whilst the session focuses on the SCCM Connector, it provides good insight into the general approach to integrating 4me with any discovery tools.



9:30 - 10:15

Using SCIM to populate 4me

Mathijs Sterk, Chief Software Architect

The System for Cross-domain Identity Management (SCIM) is a standard for automating the exchange of user information. 4me now has built-in SCIM capabilities for provisioning users from data sources that support the SCIM standard, such as Azure AD, OKTA and OneLogin. This session will provide a practical demonstration of SCIM provisioning using Azure AD as an example, but the principles can be applied to other identity providers.



10:15 - 10:30

Coffee Break

9:30 - 10:15

Support Domain Account Set-Up

Andy Richardson, Service Management Architect - Wouter Wyns, Service Management Architect

This session will use practical examples to talk through the design, planning and decision-making processes around setting up a new 4me Support Domain Account, as well as hands-on 4me set-up. Along the way we will cover account design, service catalogue structure, FLSAs, and we will also explore collaboration and service provision across accounts.



12:30 - 13:15

Lunch



IMPORTANT

For the afternoon break out training sessions, attendees are required to bring their own laptop so that they can participate in the practical elements. Attendees will use their own demo instance. If you do not have one, you will be able to request one from <https://www.4me.com/trial/>

TECHNICAL TRACK - Breakout room 1

13:15 - 15:15



Automation Rules (Beginner) - the New Art of the Possible

Andy Richardson, Service Management Architect

This session will explore the "art of the possible" with automation rules, looking at all of the areas within 4me that this powerful feature can be used, and how they are built. There will also be some hands-on exercises using some of the examples from our Learning Center training.

15:15 - 15:30

Coffee Break

15:30 - 17:00



Functional Implications of Collaborating Across Multiple 4me Accounts

Wouter Wyns, Service Management Architect

4me is the only enterprise service management tool to properly address the challenges of collaboration in a "SIAM environment". 4me's underlying 'engine' deals with the complexities of 'real life' scenarios and abstracts the complexities away from 4me users. This session provides some insight into that detail, exploring how 4me supports collaboration, data segregation, privacy, and the alignment the service level chains resulting from when multiple parties work together.

ADVANCED TECHNICAL TRACK - Breakout room 2

13:15 - 15:15



Automation Rules (Advanced) - Including the New Generic ARs?

Mathijs Sterk, Chief Software Architect

For the more seasoned automation rule author, this session will provide insight into the latest developments of automation rules in 4me, and, provide practical challenges to push the boundaries of their scope and use in your, or your customers' 4me accounts.

15:15 - 15:30

Coffee Break

15:30 - 17:00



Self Service Design

Robbert Brak, Principal Software Engineer

Learn how to design and build an attractive and easy-to-use self-service portal, exploring the facilities available in 4me to a portal that end users and/or customers feel drawn to use whenever they have a request or need help with any enterprise service.

CONSULTATIVE/FUNCTIONAL TRACK - Breakout room 3

13:15 - 15:15



Reports and Dashboards - Supporting Data and Concepts

Laurens Pit, CTO - Robin Roestenburg, Principal Software Engineer

Explore the creation and use of reports and dashboards in 4me, and understand the underlying data considerations that are involved, including account structure, data segregation, report data visibility, and dashboard sharing.

15:15 - 15:30

Coffee Break

15:30 - 17:00



Service Catalogue Best Practices in 4me

Cor Winkler Prins, CEO

An overview of some of the best practice considerations for building a service catalog and how best to leverage 4me's unique capabilities to achieve the right catalog structure.

17:00 Open End



Partner Program Update

**Martijn Adams, Managing Director EMEA
Andy Richardson, Service Management Architect**