



November 8-12, 2009
Paradise Point Resort and Spa
San Diego, California





Welcome to UC4 Integrate 2009, an innovative, educational and exciting conference exclusively for our most valuable asset, our customers. Now in its eighth year, you can expect fresh session offerings, a new certification program and engaging presentations from UC4 expert staff, customers and partners. We are looking forward to getting your feedback as well. UC4 has a whole new momentum and we can't wait to share this with you, our customers. Thank you for being a part of UC4 Integrate 2009.





● ○ ○ ○ ○ Sun. Nov. 08

WELCOME RECEPTION

PARADISE LAWN
6:00 PM - 9:00 PM



INTEGRATE 2009



Mon. Nov. 09 ●●○○○

	SUN IV, V	SUN I, II, III	DOCKSIDE	GARDEN ROOM	ROYAL V, VI	ROYAL I, II, III	BAY VIEW
8:00 AM	BREAKFAST - PARADISE FOYER						
9:00 AM	9:00 AM - 9:30 AM WELCOME - GENERAL SESSION - PACIFIC / ISLAND BALLROOM						
10:00 AM	9:30 AM - 11:30 AM - PRODUCT ROADMAP - GENERAL SESSION - PACIFIC / ISLAND BALLROOM						
11:30 AM	LUNCH - PARADISE LAWN						
1:00 PM	Look&Feel, Script Editor & temp. changes in JOBP	SAP System Copy	AM v8 New Features and Functionality	Drop In Hours Applications Manager & Operations Manager	AM v8 New Features and Functionality	Advanced Integration, Applications Manager	John Deere - Ray Parrish "OM Alerting Tips & Tricks"
2:00 PM	Planning for your UC4 Upgrade Tips & Tricks	ILM - reorganization and archiving of the UC4 Database (2 Hours)					Planning for your UC4 AM upgrade Tips & Tricks
3:00 PM	REFRESHMENT BREAK						
3:15 PM	Notification, Output Scan & enhancements for Events	(cont) ILM - reorganization and archiving of the UC4 Database (2 Hours)	CRM Open House	Drop In Hours Applications Manager & Operations Manager	Meet the Support Team	Using SubVars, Applications Manager	CME Group - Jeremy Diemer - "Beyond Scheduling"
4:15 PM	UC4 for VMware	Meet the developers OM General Discussion - Q&A			Using Notifications, Applications Manager	AM v8 Using Debug Best Practices	LRS and UC4: Improved Document Processes for Intelligent Automation
5:15 PM	CLOSE						
7-10 PM	LUAU IN PARADISE - SUNSET BALLROOM						



●●●○○ Tue. Nov. 10

	SUN IV, V	SUN I, II, III	DOCKSIDE	GARDEN ROOM	ROYAL V, VI	ROYAL I, II, III	BAY VIEW
8:00 AM	BREAKFAST - PARADISE FOYER						
9:00 AM	Migration from legacy schedulers to UC4	New SAP Agent Java & XBP 3.0 functionality	Open Solutions - Birds of a Feather	Meet and Discuss with UC4 Product Management	Using Conditions, Applications Manager	Meet the Developers - AM General Discussion - Q&A	Oracle, Tom Laszewski, "Workload Automation in a Services World"
10:00 AM	Getting the Most Out of Support				Q&A, PeopleSoft, Applications Manager		Advanced SubVars, Applications Manager
11:00 AM	UC4 High Availability & Disaster Recovery	Advanced Security & Agent assignment			AM v8 Oracle RAC Configuration	Detailed AM V8 Agent Communication	Fender - Willy Alvarez - "Using UC4 to replace SM37 Scheduling in SAP"
12:00 PM	LUNCH - PARADISE LAWN						
1:30 PM	UC4 Automation Agents - General Session - Pacific / Island Ballroom		SunGard Banner Higher Education Birds of a Feather - Migrating from Interface to Banner Agent	Drop In Hours Applications Manager & Operations Manager			
3:15 PM	REFRESHMENT BREAK						
3:30 PM	Introducing UC4 Insight, UC4 Decision and UC4 ClearView - General Session - Pacific / Island Ballroom		SunGard Banner Higher Education Birds of a Feather - Migrating from Interface to Banner Agent	Drop In Hours Applications Manager & Operations Manager			
4:30 PM							
5:30 PM	CLOSE						

INTEGRATE 2009



Wed. Nov. 11 ●●●●○

	SUN IV, V	SUN I, II, III	DOCKSIDE	GARDEN ROOM	ROYAL V, VI	ROYAL I, II, III	BAY VIEW
8:00 AM	BREAKFAST - PARADISE FOYER						
9:00 AM	GUEST SPEAKER - PATTY AZZARELLO - "IT'S UP TO YOU - BUILDING YOUR CAREER & INCREASING YOUR RELEVANCE TO THE BUSINESS" -						
10:00 AM	GENERAL SESSION - PACIFIC / ISLAND BALLROOM						
10:30 AM	OM Monitoring Best Practices	Database Tuning	UC4 SAP System Copy	UC4 Insight and Decision Demo & Lab	UC4 Banner Automation Agent	GE Money - Keith Caine - "It's not my fault!"	Air Products - Scott Rohrbach - "Using Templates in OM"
11:30 PM	LUNCH - PARADISE LAWN						
1:00 PM	Upgrade to V9 - OM - Round Table Discussion	Managers Session with Patty Azzarello	UC4 Operations Manager: SAP Lab	UC4 Insight and Decision Demo & Lab	Upgrade to V9 - AM - Round Table Discussion	LRS and UC4: Improved Document Processes for Intelligent Automation (repeat)	Charlotte Russe - Taylor Turnquist "Enhancing Applications with UC4 OM"
2:00 PM	Improving Your Support Experience	Advanced Security & Agent assignment			Improving Your Support Experience	SQL 101 for UC4 Advanced Solutions	CME Group - Laura Albrecht - "UC4 Conversion Tool/Import Tool"
3:00 PM	REFRESHMENT BREAK						
3:15 PM	Notification, Output Scan & Enhancements for Events	Scripting Overview	UC4 Operations Manager: SAP Lab	UC4 Insight and Decision Demo & Lab	Using Conditions, Applications Manager	UC4 Best Practices for HA and DR	University of Alabama - Richard Walton "Disaster Recovery"
4:15 PM	Implementation of Complaint Mgmt. System - Owner Process				Using SubVars, Applications Manager	Q&A, OEBS, Applications Manager	Brian Hudgins, DCAC, Darryl Coleman PG&E, "PG&E Starts Scheduling Group For Enterprise Automation Standardization"
5:15 PM	CLOSE						
6-10 PM	EVENING ACTIVITY - DINNER PARTY AT THE SAN DIEGO AIR & SPACE MUSEUM (MEET AT PORTE-COCHERE AT THE PARADISE BALLROOM AT 6:00 PM)						



••••• Thu. Nov. 12

	SUN IV, V	SUN I, II, III	DOCKSIDE	GARDEN ROOM	ROYAL V, VI	ROYAL I, II, III	BAY VIEW
7:00 AM	BREAKFAST - PARADISE FOYER						
8:00 AM		OM Pre-certification Workshop	UC4 Administration Lab, Operations Manager			AM Pre-certification Workshop	UC4 Administration Lab, Applications Manager
9:00 AM				UC4 Automation Agents General Discussion and Q&A			
10:00 AM				UC4 Insight UC4 Decision and UC4 ClearView (1.5 hours) General Discussion and Q&A			
11:00 AM							
12:00 PM	LUNCH - PARADISE LAWN						
1:00 PM		OM Certification Exam				AM Certification Exam	
3:00 PM	CLOSE						

INTEGRATE 2009



Monday 1:00 PM – 2:00 PM

Look & Feel, Script Editor and Temp Changes in JOBP

Martin Salzl & Jim Beck

UC4 v8 - Operations Manager comes with a brand new user interface that offers improved functionality and better usability for your daily workflows. Another new feature regarding the GUI enables you to modify active process flows to provide flexibility and an easy way to change your processing.

But not only the user interface is affected by usability improvements - so is the new Script Editor which provides numerous features that make it easy to develop your personal solutions in UC4 Script.

- OM Basic Track

SAP System Copy

Ralf Paschen & Dave Kellermanns

SAP System Copies are vital for almost all SAP deployments, and they need to be made regularly. For example, SAP recommends that you perform a System Copy before creating a test, demo, or training system. This task is also required whenever you change your operating system or database system. And if your QA systems are to simulate processes using near time data, you'll need to execute a System Copy to provide this data. Performing a System Copy is extremely time-consuming, typically taking three to five days. In addition, the number and complexity of manual steps can lead to errors. This session will cover automating tasks of the SAP System Copy function and how it is handled within UC4 OM. We will have 20 minutes left for Question and Answers.

- OM Advanced Track

AM v8 New Features and Functionality

Matt Busch & Nick Koopman

AM version 8.0 was released in April 2009. This session will explore the new features and functionality provided in this release. A detailed demonstration will be performed with examples of how these enhancements can be used to improve UC4 services in your environment.

- AM Basic Track

Advanced Integration, Applications Manager

Dennis Strenkowski

This session will talk about the advanced features available in AM so you can maximize its value and use in your organization. This will include discussion of the APIs that can be used to launch jobs/process flows from other applications or scripts. How to register your applications output files and its benefits/uses. Examples of how output devices/interfaces can be used to manage a Job output files. Examples of how regular expressions can be used in output scans, extract value conditions, and email notifications.

- AM Advanced Track

OM Alerting Tips and Tricks

Ray Parrish of John Deere

This session will provide examples on adding alerts and notification messages, creating a generic alert to handle multiple conditions, sending alert messages to more than one person and handling alerts in a schedule. Also covered will be resuming a schedule and submitting missed tasks. In addition, the session will also show some of the notification options available in Release 8.0

- Customer Presentation

Monday 1:00 PM – 4:15 PM

CRM Open House

CRMs

Take advantage of this opportunity to meet your Customer Relations Manager (CRM) in person! UC4 CRM's are dedicated to understanding your company's needs, providing you access to relevant information, matching your requirements with additional solutions and services, and facilitating communication to our technical specialists. They are available to help you leverage our technology so that as your business changes and grows, you are able to maximize the return on your investment. Be sure to stop by and say hello!

- Specialized Track

Monday 1:00 PM – 5:15 PM

Drop In Hours Applications Manager & Operations Manager *UC4 Staff*

Come in anytime for personalized assistance and answers to your AM and OM questions.
- Lab

Monday 2:00 PM – 3:00 PM

Planning for your UC4 Upgrade Tips & Tricks

Gene Krokosz

What's the most hassle-free way of upgrading your Operations Manager installation to a current supported version? This session will review the proven procedure that simplifies the entire upgrade process and provides you with a fast fallback plan.
- OM Basic Track

ILM – Reorganization and Archiving of the UC4 Database (2 Hrs)

Andreas Hammerschmid

Reorganization and archiving of the UC4 database can be a very time consuming task especially if lots of data is stored in the UC4 database. As an alternative way to reorganize and archive historical data a new method is introduced in UC4 OM V8 based on the partitioning feature of the database. This feature enables you to reorganize your database within seconds regardless of how much data is involved.
- OM Advanced Track

Planning for your UC4 AM Upgrade Tips and Tricks

Dave Ohling

Is it time to upgrade AM in your environment? Come and see the methodology our UC4 Consultants use to ensure a smooth transition, while protecting your current Production environment. Learn how you can run parallel, and do a phased cutover of your Production chains, so that you don't have to risk the Big Bang!
- AM Basic Track

Administration: Security, Applications Manager

Steve Nguyen

In this session, we will discuss AM's security features to help secure your corporate environment. We will describe security features such as role base security, user and application login, and auditing.
- AM Advanced Track

Meeting Complex Requirements with Applications Manager

Partha Sen and Ralph Heimburger of Insurance.com

Insurance.com will talk about how they accomplished some complex requirements using Applications Manager. Two examples will be demonstrated, one involving a pretty complex scheduling requirement for monthly financial health reports of the company, and another involving the use of SFTP/HTTPS which were not available in version 7 at the time when we went to market with those requirements.
- Customer Presentation

Monday 3:15 PM – 4:15 PM

Beyond Scheduling

Jeremy Diemer of CME Group

This presentation will give UC4 customers an opportunity to see how UC4's scripting language can enhance, and improve, application code. CME Group has leveraged UC4's scripting language while designing and re-engineering applications. UC4's robust list of capabilities has become an integrated part of our code base. UC4 Version 6 has provided additional enhancements (i.e. DATABASE AGENT, Values tab, Host Groups) that have reduced application coding and development time. Instead of hard-coding logic for variants in code, UC4 scripting allows for new business requirements to reach the market faster, while mitigating the risk involved with modifying a codebase. Most customers have seen UC4's job scheduling and Data Center automation capabilities, but this presentation will show what UC4 can provide to your application's architecture and design. The presentation will close by taking audience suggestions (UC4 staff and customers) on how and why CME Group uses certain UC4 functionality.
- Customer Presentation

Notification, Output Scan & Enhancements for Events

Martin Salzl & Jim Beck

Want to send emails with the OM and attach a job report or any other file? Now you can with the new notification object! Another feature allows you to easily do an output scan without coding a single line of UC4 script: use the new filter object for searching reports of tasks and files instead.

For the event object there are two enhancements in v8: the extended FileSystem event allows you to react on file size changes and with the new database event you can react on changes in a database or a variable object.

- OM Basic Track

Meet the Support Team

Ben Caffell & Doug Arnold

In this presentation you will learn how to best utilize support. We will discuss everything from what information to provide support when opening a call, basic types of debug to turn on when certain issues occur, and instruction on how to best escalate a call and what to do if you are faced with a time constraint.

- AM Basic Track

Using SubVars, Applications Manager

Ray Dooley

Beyond simple automation of parameters and conditions, this session discusses how to use substitution variables (subvars) to mine information from the AM environment. This session uses examples from actual implementation scenarios to demonstrate advanced method to control processing and provide dynamic control of jobs.

- AM Advanced Track

Monday 4:15 PM - 5:15PM

LRS & UC4: Improved Document Processes for Intelligent Automation

Kimberly Heisler and Jay Boor of LRS

All ERP environments eventually experience problems; the difference between successful and unsuccessful ones is how they react to unplanned system events and failed processes. Analysts estimate that up to 30% of all business disruptions are due to failed information

delivery. Because invoices, shipping forms, and other documents drive key business processes, it is important to include reliable document delivery in any business process automation strategy.

Leading output management software vendor Levi, Ray & Shoup, Inc. (LRS) and UC4 have recently partnered to extend UC4's Intelligent Service Automation solutions into the realm of assured document delivery. This presentation will explain the impact of the companies' collaboration and the benefits to companies currently implementing or running Oracle, SAP, and other enterprise-class ERP systems.

Attendees will learn how to identify potential document-related process failures before they happen and how they can leverage UC4 automation solutions to prevent them.

- Partner Presentation

UC4 for VMware

Ralf Paschen & Craig Kirkeide

The ability to deploy new systems on demand can cause problems in system management if these new systems are not part of your back up strategy, your maintenance strategy, and your automation strategy. Even integrating these virtual areas into your housekeeping scheme and being able to bring this power immediately into your processing is challenging. We will briefly go over how we provision, automate, and integrate your virtual machines within your existing environment on a process level.

- OM Basic Track

Meet the Developers OM General Discussion – Q&A

Development Team

Meet the team behind UC4 OM! An open forum to discuss the current and future product.

- OM Advanced Track

Using Notification

Doug Arnold

In this presentation you will learn how use notifications throughout the execution of a job. You will see the new features that notifications have in version 8. You will also see examples of how to use replacement values and subvars in the notifications.

- AM Basic Track

AM v8 Using Debug Best Practices

Dave Ohling

Are you having problems with AM that you feel like you could solve if you could just get some more details in the log files? Dave will show you where all of the various debug options are and how to use them to get the details you need in the AM logs.

- AM Advanced Track

Tuesday 9:00 AM – 10:00 AM

Migration from Legacy Schedulers to UC4

Dave Kellermanns

Data centers have transformed dramatically. Business and technology requirements are changing rapidly, catalyzing the need to replace legacy job schedulers with limited application and platform support, restricted scalability or missing 24x7 operations, with the goal of lowering total cost of ownership (TCO), improving quality of service (QOS) and achieving end-to-end automation. However, migrating from legacy schedulers like CA-7, Control-M and OPC/TWS often seems too challenging an undertaking, so compromises are made to retain legacy systems. For enterprises wishing to convert to UC4 a variety of solutions are available. Conversion routines exist for almost any combination of systems and scheduling tools. This session shows what methods are available and takes you through a typical conversion project flow.

- OM Basic Track

Using Conditions, Applications Manager

Dennis Strenkowski

This session will include using examples of using conditions from actual implementation scenarios. Attendees will learn best practices on effectively using conditions to control job processing and automatically take actions based on events.

- AM Basic Track

Meet the Developers – AM General Discussion – Q&A

Development

Come by and ask the head developers of AM about the current and future product.

- AM Advanced Track

Oracle SOA Suite and UC4 – Integrating and Complementing

Tom Laszewski

The job scheduler and associated runtime are architectural components that are typically associated with outdated batch processing systems. However, they are very important in services based infrastructures and cloud computing environments.

There is some discussion in the industry that BPEL engines can provide the same type of functionality that a job scheduler provides. Fundamentally job schedulers and BPEL process managers are machine and human workflow engines. However, this greatly simplifies the number of duties performed by job schedulers to provide you with enterprise-wide batch load scheduling and management.

This session will explain how the Oracle SOA Suite and UC4 Workload Automation Suite provide an integrated solution that can satisfy the needs of batch and real time processing in a services orientated infrastructure.

- Partner Presentation

Tuesday 9:00 AM – 11:00 AM

New SAP Agent Java and XBP 3.0 Functionality (2 hrs)

Johann Niederer

This presentation covers new technology for the SAP agent and new functions available with XBP 3.0 such as extended reports including their formatting with style sheets, new monitoring functions using BC-XMW interface and extended variant management. Supporting the SAP Java Stack with JXBP jobs will be discussed too. Presentation will include live demonstrations and examples.

- OM Advanced Track

Tuesday 9:00 AM – 12:00 PM

Open Solutions – Birds of a Feather (3 hrs)

Nick Koopman & Ray Dooley

Are you an Open Solutions user? Don't miss a morning just for you. This Birds of a Feather forum, led by the UC4 experts, which will cover common issues, challenges, and new releases. There will be dedicated time to an open discussion to discuss any enhancements and problems you are facing, and trade notes with other Open Solutions users.

- Specialized Track

Meet and Discuss with UC4 Product Management

UC4 Product Managers and Developers

Stop by anytime to discuss current and future UC4 products and have your questions answered by our onsite experts.

- Lab

Tuesday 10:00 AM – 11:00 AM

Getting the Most Out of Operations Manager Support

Chris Ruocco & Mitch Denis

In this presentation you will learn how to best contact support including what information to provide support when opening a call, basic types of debug to turn on when certain types of issues occur and instructions on how to best escalate a call and what to do if you are face with a time constraint.

- OM Basic Track

Q&A, PeopleSoft, Applications Manager

Nick Koopman

This is a session dedicated to PeopleSoft users. There will be an open forum to discuss best practices, issues and tips and tricks of using UC4 with PeopleSoft.

- AM Basic Track

Advanced SubVars, Applications Manager

Ray Dooley

Beyond simple automation of parameters and conditions, this session discusses how to use substitution variables (subvars) to mine information from the AM environment. This session uses examples from actual implementation scenarios to demonstrate advanced method to control processing and provide dynamic control of jobs.

- AM Advanced Track

Conversion Combat – Overcoming Technical & Social Obstacles

Matthew Bailey of DB Professionals

Adopting a new job scheduling system presents several challenges – technical, as well as social. This presentation is a guide through the landmines of a new technology while coworkers are sniping at you. Welcome to the front-lines. You didn't start this war and you're not

really sure what all the fuss is about. All you know is you've got to get this new system up and running, under a deadline, and the technology is all new. Meanwhile, the detractors set up stumbling blocks, and sit on the sidelines lobbing insults. They've had a brief overview of the new system and, well... it's different. That's it. It's different, and therefore: "no good."

Your mission: become a UC4 ninja and win over the crowds.

Simple, right?

We'll explore ways to get up to speed quickly, and how to win friends and influence people.

- Customer Presentation

Tuesday 11:00 AM – 12:00 PM

UC4 High Availability & Disaster Recovery

Gene Krokosz

These days, High Availability is in demand. Ultimately, HA is the level of availability that an organization requires from a particular application. Learn the HA features that are available with Operations Manager. We expand on the plan for High Availability by discussing the implications of a full blown disaster and the approach to recovery.

- OM Basic Track

Advanced Security & Agent Assignment

Andreas Hammerschmid & Jim Beck

Security is always a topic in IT. UC4 OM V8 comes with a new encryption method and with three levels of agent authentication. You can set up your environment depending on your security needs. From a very solid basic security up to a highly secured environment. With a new agent assignment functionality you are able to assign agents fully automated to UC4 clients.

- OM Advanced Track

AM v8 Oracle RAC Configuration

Marc Carkeek

Use of Oracle's Real Application Clusters database architecture has become more widespread in recent years because it provides high availability, scalability, and load-balancing for database applications.

This presentation provides a brief overview of the RAC architecture, focusing on those features and configuration details that are relevant to UC4.

- AM Basic Track

Detailed AM V8 Agent Communication

Ben Caffell & Doug Arnold

In this presentation you will receive a detailed description of how the AM V8 remote agents communicate with the automation engine. Understanding the communication will help you identify network issues that may occur when running jobs.

- AM Advanced Track

Adding value and reducing ABAP coding in SAP Scheduling using UC4 Operations Manager.

Willy Alvarez of Fender

SAP customers implement UC4 primarily to create dependencies between SAP jobs and other platforms. While this is a great feature, using UC4's BW and R/3 functions and a little UC4 Script, you can add value to your job scheduling without adding complex ABAP code to your existing applications. This presentation will give enough information to get you started, basic tips to help you enhance your current SAP scheduling, and also advanced examples combining standard UC4 forms with UC4 Script, such as: Creating/modifying/deleting variants dynamically to change parameters depending on the outcome of other jobs; modifying which SAP ABAP program is triggered during runtime, and extracting and working with SAP spools.

- Customer Presentation

Tuesday 1:30 PM – 3:15 PM

UC4 Automation Agents

Steve Pordash, Johann Niederer, Martin Salzl, and Matt Busch

UC4 has created automation agents that will help you integrate applications and tools easier, faster, more consistent, and in more maintainable way. In this session we will explain the technology used to create agents for UC4. The UC4 agent for FTP, The UC4 agent for VMware, and the new UC4 agent for Web Services will be highlighted and demonstrated in this session.

- General Session

Tuesday 1:30 PM – 5:30 PM

SunGard Banner Higher Education Birds of a Feather – Migrating from Interface to Banner Agent (2 Hrs)

Dennis Strenkowski & Ed Bittner

This session will discuss our roadmap for customers using the current Banner Interface and the migration to the new Banner Agent. Discussion of how the Agents can be used to control the Banner environment. This will be followed by an open discussion for questions and answers about the Banner Agent.

- Specialized Track

Drop-in Hours Applications Manager & Operations Manager

UC4 Staff

Come in anytime for personalized assistance and answers to your AM and OM questions.

- Lab

Tuesday 3:30 PM – 5:30 PM

Introducing UC4 Insight, UC4 Decision and UC4 ClearView

Christian Plaichner, Martin Suntinger, and Michelle Szabo

How to run business in a constantly moving environment successfully? Demonstration of intelligent methods to improve your overall service quality.

- Understand error patterns quickly
 - Identify hidden root causes intuitively with 3D visualization
 - Gain more agility in IT operation and application infrastructure
 - Detect critical situations early and use event correlations to prevent errors
 - Manage and improve your business processes automatically
- Enjoy an introduction to the principles and functionalities of Complex Event Processing and Event Visualization within UC4 Insight, UC4 Decision and UC4 ClearView.

- General Session

Wednesday 9:00 AM – 10:30 AM

It's Up to You – Building Your Career & Increasing your Relevance to the Business

Patty Azzarello

Patty Azzarello will show you how to take more control of your career, and get more success out of the effort you put into your job. She will share how you can relate IT priorities to core business initiatives, and partner with key business counterparts -- and why that's so important. It's up to you. Re-think how you do your work to add more value to the business, communicate better, and build a personal network of support for your career.

- General Session

Wednesday 10:30 AM – 11:30 AM

Open Q&A with Patty Azzarello

Patty Azzarello

You can attend this breakout session if you want to spend some time with Patty in a smaller group, getting additional ideas and asking questions about career management and making your role more relevant to the business. Patty will host an informal discussion for 1 hour. This will be following the general session in the same room.

- Specialized Track

OM Monitoring Best Practices

Gene Krokosz

Monitoring an Operations Manager system made easy. This session targets operations and operator's who are responsible for monitoring Operations Manager 24 x 7.

- OM Basic Track

Database Tuning

Thomas Hollensteiner

UC4 relies heavily on its database to insure that the data used is both accurate and available in a timely manner. Come join Thomas Hollensteiner as he walks you through a discussion of best practices. Learn how to configure your UC4 system so that database interaction is both efficient and timely. Thomas will also discuss specific Database topics that will insure UC4 is performing at the top of it's capabilities.

- OM Advanced Track

UC4 SAP System Copy

Ralf Paschen & Dave Kellermanns

SAP System Copies are vital for almost all SAP deployments, and they need to be made regularly. For example, SAP recommends that you perform a System Copy before creating a test, demo, or training system. This task is also required whenever you change your operating system or database system. And if your QA systems are to simulate processes using near time data, you'll need to execute a System Copy to provide this data. Performing a System Copy is extremely time-consuming, typically taking three to five days. In addition, the number and complexity of manual steps can lead to errors. This session will cover automating tasks of the SAP System Copy function and how it is handled within UC4 OM. We will have 20 minutes left for Question and Answers.

- Specialized Track

Wednesday 10:30 AM – 5:15 PM

UC4 Insight and Decision Demo & Lab

Martin Suntinger, Craig Kirkeide, & Dennis Strenkowski

In this session, participants have the chance to experience the innovative analysis and visualization software UC4 Insight. Find out hands-on, how UC4 Insight helps you to pin-point and understand errors and unveil optimization potentials. Learn how to use the patented event-tunnel visualization, to navigate through thousands of data points. Finally, see how UC4 Decision is used to detect and prevent problems in real time. You can drop in at any time; try out the tool and get answers to your questions on UC4 Insight and UC4 Decision.

- Lab

Wednesday 10:30 AM – 11:30 AM

UC4 Banner Automation Agent

Dennis Strenkowski & Steve Pordash

This session will discuss and demonstrate the new Banner automation agent. We will describe the technology used by the new Agent, show how the agent interfaces with Banner, demonstrate the new features and how they can be used, and explain how the Agent improves

running in multiple Banner environments. Come see the new and improved Banner Job Capture interface and how it can help you monitor and control your Banner jobs.

- AM Basic Track

"It's Not My Fault"

Keith Caine of GE Money

Have you ever felt like you were general counsel for UC4? Does your user community constantly place the blame on UC4 for issues that involve their processes? If the answer to either one of these questions is yes then this is the place for you. We will take you on a journey through UC4 environments where UC4 was not understood and utilized to its fullest potential to an environment where processes have been streamlined and UC4 is being used for the purpose in which it was designed. Keith will show the advantages of having in-house expertise in the UC4 platform versus relying on GDC resources to be the key source of knowledge. We will help you to provide concrete evidence that proves that UC4 is not guilty.

- Customer Presentation

Using Templates in OM

Scott Rohrbach of Air Products

In this session we will discuss how to save time using templates for standard tasks that you are doing to multiple servers. Windows server reboots will be used as a simple example. The examples will include UC4 jobs, job plans and script objects. The "re-use" of these objects can save you hours over setting up individual objects for multiple servers. This technique can be used for other tasks that are you carry on multiple areas. Other examples of how Air Products uses this technique will be shown.

- Customer Presentation

Wednesday 1:00 PM – 2:00 PM

Upgrade to V9 – OM – Round Table Discussion

Martin Salzl, Ralf Paschen, Fred Kohout

In this round table discussion we will show you 'The way to V9' and will try to answer all your questions regarding the upgrade.

- OM Basic Track

Upgrade to V9 – AM – Round Table Discussion

Vincent Stueger, Marc Carkeek, Matt Busch

In this round table discussion we will show you 'The way to V9' and will try to answer all your questions regarding the upgrade.

- AM Basic Track

Managers Session with Patty Azzarello

Patty Azzarello

You can attend this breakout session if you want to spend some time with Patty in a smaller group, getting additional ideas and asking questions about career management and making your role more relevant to the business. Patty will host an informal discussion for 1 hour.

- Specialized Track

Enhancing applications with UC4 OM

Taylor Turnquist of Charlotte Russe

Challenged with a diverse range of retail applications, application technologies, databases, and operating systems Charlotte Russe choose UC4 to provide continuity. The integration of all enterprise applications into UC4 ultimately improved service quality, operations, and reduced costs. This session looks at unique scenarios how Charlotte Russe utilizes UC4 OM within the applications environment.

- Customer Presentation

LRS & UC4: Improved Document Processes for Intelligent Automation (repeat)

Kimberly Heisler and Jay Boor of LRS

All ERP environments eventually experience problems; the difference between successful and unsuccessful ones is how they react to unplanned system events and failed processes. Analysts estimate that up to 30% of all business disruptions are due to failed information delivery. Because invoices, shipping forms, and other documents drive key business processes, it is important to include reliable document delivery in any business process automation strategy.

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delivery. This presentation will explain the impact of the companies' collaboration and the benefits to companies currently implementing or running Oracle, SAP, and other enterprise-class ERP systems. Attendees will learn how to identify potential document-related process failures before they happen and how they can leverage UC4 automation solutions to prevent them.
- Partner Presentation

Wednesday 1:00 PM – 5:15 PM

UC4 Operations Manager : SAP Lab

Johann Niederer, Ralf Paschen, Michelle Szabo

This afternoon lab is dedicated to the SAP users of UC4. The experts will go over best practices and address the challenges you may have in your environment.

- Specialized Track

Wednesday 2:00 PM – 3:00 PM

Improving Your Support Experience

Roman Tader & Tom Miller

In this presentation you will learn how technical support is improving to more effectively work with you to solve your issues with UC4 products.

- OM Basic Track/AM Basic Track

Advanced Security & Agent Assignment (repeat)

Andreas Hammerschmid & Jim Beck

Security is always a topic in IT. UC4 OM V8 comes with a new encryption method and with three levels of agent authentication. You can set up your environment depending on your security needs. From a very solid basic security up to a highly secured environment. With a new agent assignment functionality you are able to assign agents fully automated to UC4 clients.

- OM Advanced Track

SQL 101 for UC4 Advanced Solutions

Dennis Strenkowski

Join us in an exploration of the SQL World. We will exchange useful SQL Scripts/Statements developed by UC4 GSO Team Members

which have proved to be very effective in driving enterprise process automation. It is also highly encouraged to bring samples of your own to exchange and share. Why reinvent the wheel!!!

- AM Advanced Track

UC4 Conversion Tool/Import Tool

Laura Albrecht of CME Group

CME Group created two 'tools' to help facilitate the migration of UC4 objects from one system/client to another. This prevents users from manually editing XML files and also helps maintain standards that we have put in place here.

In essence, the process we use is the UC4 export/import programs. However, we've added a few extra steps in between the export & import.

The Conversion Tool takes the exported XML files and runs them through a program which validates the files and prompts the users if it finds errors.

If the Conversion Tool is used to submit an implementation to Production Control, the converted XML files and implementation information is sent via email.

Once the change is approved through our normal change control process, Production Control will use the Import Tool.

The Import Tool schedules the import for the future date/time that the implementation takes place. At implementation time, the process makes a backup of all objects being modified so that it can be backed out later if necessary.

- Customer Presentation

Wednesday 3:15 PM – 4:15 PM

Notification, Output Scan & Enhancements for Events

Martin Salzl & Jim Beck

Want to send emails with the OM and attach a job report or any other file? Now you can with the new notification object! Another feature allows you to easily do an output scan without coding a single line of UC4 script: use the new filter object for searching reports of tasks and files instead.

For the event object there are two enhancements in v8: the extended

FileSystem event allows you to react on file size changes and with the new database event you can react on changes in a database or a variable object.

- OM Basic Track

Using Conditions, Applications Manager

Ray Dooley

A UC4 Services Consultant will lead this session on using conditions, using examples from actual implementation scenarios. Attendees will learn best practices on effectively using conditions to control job processing and automatically take actions based on events.

- AM Basic Track

UC4 Best Practices for HA and DR

Ed Bittner

During this session we'll discuss High Availability and DR from a UC4 Deployment Perspective. This session will focus on GSO Best Practice recommendations, Architectural Examples, Deployment Estimates and licensing implications of deploying High Availability or DR into your UC4 environment.

- AM Advanced Track

Disaster Recovery

Richard Walton of University of Alabama

The University of Alabama began integrating UC4 AM with SunGard Banner in January 2005. Two AM automation engines were installed with one for development and the other one for production. In 2009, while upgrading to UC4 Application Manager 7.1, we added a 3rd master. This enhanced our development of jobs and process flows and gave us much stronger capabilities and control. We are now running AM 7.1 on all automation engines and testing with Banner 8 which we will move to production in September 2009.

Our presentation will be a comprehensive discussion of our UC4 Application Manager 7.1 environment. The primary focus will be our three Application Manager masters, our evolving planning and strategies in Disaster Recovery and Business Continuity Planning, as well as SunGard Banner 8 integration testing and move to Banner 8 production.

- Customer Presentation

Wednesday 3:15 PM – 5:15 PM

Scripting Overview (2 Hrs)

Dave Kellermanns & Jim Beck

UC4 Operations Manager Script language made easy. This session is structured into two parts – first we will look at the basic script structures and simple solutions to common problems, as well as the new 8.0 functionality for scripting. Second we will build more complex functions, such as passing values from object to object and retrieving values from a file. This is a great introduction for first time script users as well as experienced users who want to learn a few more tricks.

- OM Advanced Track

Wednesday 4:15 PM – 5:15 PM

Troubleshooting Tips For The OM Administrator

Chris Ruocco & Mitch Denis

In this presentation you will be taken step-by-step though the troubleshooting process for issues frequently encountered by Support.

- OM Basic Track

Using SubVars, Applications Manager

Ray Dooley

A UC4 Services Consultant will lead this session on substitution variables (subvars), using examples from actual implementation scenarios. Attendees will learn best practices on effectively using subvars to control processing and provide dynamic control of jobs.

- AM Basic Track

Q&A, OEBS, Applications Manager

Nick Koopman

Get your questions about Oracle E-Business Suite and Applications Manager answered! Listen to the questions of like users to discover new ways to use the product.

- AM Advanced Track

PG&E Starts Scheduling Group For Enterprise Automation Standardization

Brian Hudgins, DCAC and Darryl Coleman, PG&E



Darryl will be providing an overview of UC4 usage at PG&E along with a history of replacing BMC, and moving into the Smart Meter project. The end result is the necessity of creating a scheduling group that would provide automation to all the different application departments that require UC4 scheduling. Brian will then discuss the creation of the EASG department, setting up of standards and procedures, educating the user community on how to engage, and what to expect, how we made it through the Smart Meter project, and have now moved into supporting 14 application groups, including SAP BW and R3 automation, to finally bringing on actual PG&E employees to the group. Q&A to follow.

- Customer Presentation

Thursday 8:00 AM – 12:00 PM

UC4 Administration, Operations Manager (4 Hrs)

Dave Kellermanns

This lab focuses on how to administrate UC4 OM. You'll obtain a knowledge on how to setup UC4 database maintenance, plan and create security, enable and create audit information and how to setup reports in UC4. In addition the lab will focus on objects in client zero and how you can customize your system. From simple administrative tasks to skills that make your life as UC4 administrator easier – this lab will have something for everyone.

- OM Basic Track

OM Pre-certification Workshop (4 Hrs)

Craig Kirkeide & Chris Ruocco

The purpose of this session is to prepare you for the OM certification exam. We will be generally reviewing the topics to be covered on the exam. A Certification Preparation Handbook will be provided which will be available to use during the exam.

- OM Advanced Track

UC4 Administration, Applications Manager

Ray Dooley

You have implemented AM environments to manage your mission critical applications, but how are you managing AM? This session will discuss best practice security setups throughout multiple AM environments; from Development to Production. This session will

also discuss reporting and auditing options available to ensure policy and security compliance, identify process improvement options, and management reporting.

- AM Basic Track

AM Pre-certification Workshop (4 Hrs)

Ed Bittner & Dave Ohling

You really want to take the AM 7.1 certification test! But, you've been busy lately and haven't had the time to study. Not to worry. Ed and Dave are presenting a review session targeted at the certification exam. They will cover the mechanics of the exam, and review the actual subject matter covered by the exam questions.

- AM Advanced Track

Thursday 9:00 AM – 10:00 AM

UC4 Automation Agents General Discussion and Q&A

Johann Niederer

UC4 has created automation agents that will help you integrate applications and tools easier, faster, more consistent, and in more maintainable way. In this session we will explain the technology used to create agents for UC4. There will be an open discussion for questions as well.

- Specialized Track

Thursday 10:00 AM – 12:00 PM

UC4 Insight UC4 Decision and UC4 ClearView General Discussion and Q&A (1.5 Hrs)

Martin Suttinger

Enjoy an introduction to the principles and functionalities of Complex Event Processing and Event Visualization within UC4 Insight, UC4 Decision and UC4 ClearView. Bring your questions and participate in the discussion about the new UC4 products.

- Specialized Track

Thursday 1:00 PM

OM Certification Exam

AM Certification Exam





Keynote Speaker

Patty Azzarello

Patty has 25 years of experience working in high tech and business. She has held leadership roles in General Management, Marketing, Software Development and Sales, and has been successful in running large and small businesses. She has significant international management experience.

Patty Azzarello became the youngest general manager at HP at the age of 33. She ran a \$1B software business at the age of 35 and became a CEO for the first time at the age of 39.

Patty's prior roles have included: Vice President and General Manager of HP OpenView, Chief Marketing Officer for Siebel Systems, and President and CEO of Euclid Software. She is currently the founder and CEO of Azzarello Group, working with businesses to execute better and develop their talent.

She is an avid scuba diver, cyclist, and a singer in a rock band.

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Customer Presenter Bios

Laura Albrecht of CME Group

Mgr Enterprise Comp Ops
Technology Operations Command Center

Laura Albrecht is currently the Manager of the UC4 Administration and ITSM teams at CME Group in Chicago, IL. Laura has worked at CME Group for approx. 5 years, and prior to that worked for UC4 Software and OCC (Options Clearing Corp), for a combined total of approx. 9 years UC4 experience.

Willy Alvarez of Fender

IT Manager Mexico
Fender Musical Instruments Corp.

Willy Alvarez joined Fender in 2000, where he leads a team of developers and tech support engineers working with various technologies such as SAP R/3, BW, SQL Server, Opentext and eCommerce.

Additionally, he coordinates enterprise scheduling through UC4, and supports and maintains all Fender SQL Servers corporate - wide. Willy has been 14 years in the IT industry with a background in Microsoft software development and Data Warehouse applications, where he's been exposed to most operating systems, middleware and hardware platforms in different companies. Willy was the project leader for the successful implementation of UC4 Operations Manager at Fender in 2008, which is currently running jobs across their landscape including Unix, SQL Server, Oracle, SAP R/3 and BW, supporting most of their reporting and EDI operations.

Matthew Bailey of DB Professionals

Senior Oracle Database Administrator
DB Professionals, Inc.

Matt Bailey started as a DB2 database administrator in 1988 for Electronic Data Systems (EDS) in Dallas, TX, where he quickly gained a

reputation for database performance tuning. In 1993, he was hired by GTE Directories to lead the DB2 migration, where he also learned Oracle. He quickly became a senior database administrator for both platforms. Three years later he was recruited by Mary Kay Cosmetics to become the Manager of Global Database Services, where he also performed management and database design for some 15 projects, converting their systems from legacy flat file systems to relational databases, including manufacturing, sales force automation, data warehousing, financials and human resources.

In 1997, Matt moved his family to Portland, Oregon, where he became a full-time independent database consultant, helping companies new to Oracle get quickly up to speed. He now specializes in database automation design. He has created an integrated system to manage several aspects of database administration. Two years ago, he was re-hired by a previous client to help with the migration from the Control-M scheduling system to UC4:global.

In addition to Oracle, and UC4 programming, he is an avid Perl programmer, and has taught a comprehensive entry-level course in Perl programming. He is also an active member of Perl Monks. He jokes about himself being lazy, figuring that if he can "just automate this process" he'll have more time to do what he wants (travel and read). Somehow, after 1000+ SQL scripts and 150+ Perl programs, the requests for automation just keep pouring in.

Keith Caine of GE Capital

Keith Caine is currently a Systems Engineer with GE Capital. He has supported several applications over his 9-year career and is currently responsible for Accounting applications. Keith is responsible for the day to day operations of various applications including Oracle GL, UC4, OFA, T-Recs to name a few. He has been involved with upgrading and simplifying the UC4 environment over the past year or so focusing on giving more control to the user, notifications and exception handling. Keith is a native of Atlanta, GA and holds a BS in Computer Science from Tennessee State University.

Darryl Coleman of PG&E

Darryl Coleman was born and raised in San Francisco, CA and now resides in Sacramento, CA. He has been with PG&E for the last 9 years and has over 30 years of computer operations experience. He has a B.S. in Business Information Systems and an MBA.

Jeremy Diemer of CME Group

Lead Software Engineer

As Lead Software Engineer, I am the manager of the Performance and Capacity Planning team for CME Group's Clearing IT department. I have been with CME Group for 4 1/2 years.

Prior to joining the CME Group, I spend 6 years as UC4 Administrator for the Options Clearing Corp.

Brian Hudgins of Data Center Automation Consultants

Brian has been in the consulting field for 17 years and is a dedicated professional who is respected by his peers. His fresh attitude and straightforward results have been widely embraced by his customers spanning many different market sectors. In July of 2007, Brian Hudgins fulfilled a lifelong goal by leaving the corporate world and establishing his own consulting firm, Data Center Automation Consultants (DCAC). After 17 years in the data center automation industry, he created DCAC on the simple premises of professionalism and accountability.

Ray Parrish of John Deere

Ray Parrish was born and raised in the Midwest, and he received his BS in Computer Science from the University of Illinois College of Engineering in 1973. He worked briefly for Texas Instruments in Verplank, NY before joining Deere & Company in 1974 as a systems programmer. He has remained at John Deere for 35+ years and has supported many mainframe and distributed systems during that time period. Ray currently supports the distributed job schedulers (ESP and UC4) and is the functional school representative for the University of Illinois IT recruiting team.

Ray resides in Orion, IL with his wife Cindy where he is involved with many volunteer and community service projects for the school district, church, Lions Club, and Rebuilding Quad Cities Together. He is currently treasurer of the John Deere Industrial Golf League, secretary of the Orion Lions Club, and leadership chairman for the District 1-H Lions. Ray's hobbies include golf, bowling, volleyball, and traveling. Ray and Cindy have a daughter in Raleigh NC and a son near Savannah GA. Customer Presenter Bios & Photos

Richard Walton of University of Alabama

Enterprise Systems Administrator
Office of Information Technology
University of Alabama

Began working for The University of Alabama in December 2004 as a UNIX Systems Administrator. His first project was to install AppWorx and then work with AppWorx consulting services to integrate it with the University's SunGard Banner ERP environment. In October 2008, he was promoted to an Enterprise Systems Administrator with Application Manager being one of his primary areas of responsibility. In previous positions he has been both a UNIX and Windows server administrator, Network Storage Administrator, and Disaster Recovery Administrator.

Scott Rohrbach of Air Products

Deployment and Automation Engineering, Team Lead
Air Products and Chemicals, Inc.

Scott has been with Air Products and Chemicals, Inc for over 22 years and involved with job scheduling in one form or another for over 15 years. Air Products purchased UC4 late in 1999 and began the migration of a mainframe job scheduler in early 2000. The current environment consists of over 1350 Windows servers, 35 SAP R/3 instances, 4 SAP BW instances and a few HP-UX and VMS servers. Air Products and Chemicals is currently scheduling over 20,000 jobs daily.

Partha Sen and Ralph Heimbürger of Insurance.com

Partha Sen, Manager of Data Warehouse Development at Insurance.com with 12 years of experience in Data Warehousing and Business Intelligence environment and involved with various scheduling environments for very complex Data Warehouse environments. Currently oversees the development and maintenance of 1TB+ DW at Insurance.com which involves data input and output ranging from Realtime frequency thru traditional nightly builds to monthly jobs.

Ralph Heimbürger, Data Warehouse Developer at Insurance.com with 20 years of experience in IT and DW/BI. Ralph is big into open source development and is a regular presenter at Python user groups and conferences, and is very active on open source blogs.

Taylor Turnquist of Charlotte Russe

Sr. Manager, Solutions Development & Delivery

Taylor Turnquist received a degree in Management Information Systems from the University of Wisconsin-Eau Claire. He's worked in application and database development for the past nine years. Most recently, lead the effort to integrate enterprise applications into UC4.

Partner Presenter

Tom Laszewski of Oracle

Tom Laszewski has over 20 years experience in databases, middleware, software development, management, and building strong technical partnerships. He is currently the Director of the Oracle Platform Migrations Group. He established the initial business and technical relationships with Oracle's migration SIs and tools partners. His main responsibility is successful completion of migration projects initiated through the Oracle partner ecosystem and Oracle Sales. These migration projects involve mainframe service enablement and integration, mainframe re-host and re-architecture, and Sybase, DB2, Informix and other relational database migrations. Tom works on a daily basis with HP alliances, technical architectures, CTOs and CIOs, and Oracle account managers to ensure the success of migration projects. He is also responsible for customer migration assessments and workshops, migration proof of concepts, and migration best practices.

Before Oracle, Tom held technical and project management positions at Sybase and EDS. He has provided strategic and technical advice to several start up companies in the Database, Blade, XML, and storage areas. Tom holds a Master of Science in Computer Information Systems from Boston University.

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