UC4

INTEGRATE 2010

NO LIMITS

October 3–7, 2010
Hyatt Regency Austin
Austin, Texas

Welcome to UC4 Integrate 2010: No Limits!

Why No Limits? Because with UC4, there are no limits to the future of your IT landscape - you are the users of the most scalable and robust automation engine on the market today. Because there is no end to how you can use UC4 to automate the most operating systems, applications and platforms in the industry.

UC4 Integrate 2010 will enhance your knowledge and understanding of the UC4 products you currently use and reveal the latest and greatest from our expert development team. Best of all, you will interface with UC4 executives and developers to influence what you see next from UC4 and network with other users to share everyday best practices.

We consider our loyal customers our most valuable asset, and are excited to show you what we have for store for you and the future of UC4. We hope that you find value in the conference on both a personal and professional level and return to your organization with the UC4 "No Limits!" attitude.

UC4™

Rethink automation.

Jason Liu
Keynote Speaker, CEO of UC4

Jason Liu, Chief Executive Officer, brings extensive management and technology experience to UC4. He was most recently president and CEO of Univa UD, a company he transformed from a grid computing player into a recognized leader for cloud systems management software. Prior to Univa UD, he was CEO of Intrinsic Technologies, a Microsoft infrastructure software and services provider and CEO of Callisto Software, a mobile systems management company acquired by Novell. Liu also previously served as CFO and senior vice president of Corporate Services for Ravisent Technologies, where he led the company through multiple acquisitions and spearheaded an IPO that brought the company to a $1 billion market value.

Liu holds an MBA degree from the Wharton School of the University of Pennsylvania and a bachelor's degree in Business Administration from Washington University.

Thomas Bishop
Guest Keynote Speaker

Tom is the CTO at Conformity, where he is responsible for products and overall technology vision and strategy. Tom is a recognized and award-winning CTO, and brings over 30 years of experience in senior technology and strategy roles at a variety of pioneering systems management solution vendors.

Prior to Conformity, Tom was VP-Engineering at Storspeed, a leading storage solutions vendor. Before that he was Chief Technology Officer at BMC Software, where he was responsible for product vision and direction. Tom served as Chief Technology Officer at VIEO, Inc, where he was named "Chief Technology Officer of the Year" by InfoWorld magazine in 2004. Before that, he was Chief Technology Officer at Tivoli and later IBM-Tivoli. Tom began his career at Bell Labs. He holds nine patents in fault-tolerant and distributed computing and led the development of such industry standards as the DMTF's CIM, the CMDB federation specification, and POSIX.

Tom holds BS and MS degrees in Computer Science from Cornell University.

MON.OCT.04

	LOCATION - TEXAS 1-3	
8:00 AM	BREAKFAST - TEXAS FOYER	
9:00 AM	Welcome: Ken Jackson, President of the Americas	001M
9:30 AM	Executive Keynote Address: Jason Liu, CEO of UC4	002M
10:30 AM	BREAK	
10:45 PM	UC4 Product Strategy: Platform, Solutions and Ecosystem	003M
11:15 AM	UC4 Automation Platform V9	004M
12:30 PM	LUNCH	
2:00 PM	Guest Keynote: Thomas Bishop - The Future of Workload Management	005M
3:00 PM	BREAK	
3:15 PM	Executive Panel Discussion: Beyond Job Scheduling, the Next Chapter	006M
4:45 PM	Closing Remarks	007M
5:00 PM	CLOSE	
6:30 PM - 10:00 PM	Experience Austin at its finest - live music and BBQ at Lamberts! Meet in lobby at 6:30 PM	

8:00 AM	BREAKFAST				
LOCATION	GENERAL SESSIONS IN TEXAS 1-3				
9:00 AM	UC4 Decision & Insight - Improve Your Performance 008T				
9:45 AM	Virtualization Strategies 009T				
10:30 AM	UC4 Automation and Cloud Management/Web Services 010T				
11:15 AM	BREAK				
LOCATION	Texas 6-7		Hill Country Ballroom		
11:30 AM	What you need to know about getting to V9 for AM customers 011T		What you need to know about getting to V9 for OM customers 012T		
12:30 PM	LUNCH				
LOCATION	Texas 6-7		Hill Country Ballroom		Padre Island
1:30 PM	UC4 V8 AM Advanced Features & Functionality Advanced - Unique Solutions Discussion 013T		UC4 V8 OM Advanced Features & Functionality Advanced - Unique Solutions Discsussion 014T		Technical Drop in Lab
3:00 PM	BREAK				
LOCATION	Hill Country Ballroom	Texas 5	Texas 6	Texas 7	Texas 1	
3:15 PM	UC4 for Oracle Apps 016T	Open Solutions Roundtable Hosted by BECU O17T	Making the most of AM in the Real World - University of New Mexico 018T	Techniques for Promotion of Objects in UC4 OM 019T	SAP System Copy - e.ON 020T	
4:15 PM	Using Debug Best Practices - AM v8 021T		UC4 Banner Automation - and related 3rd Party Applications 022T	UC4 Automated System Copy for SAP 023T	Integrating UC4 & Source Code Control - Assurant 024T	
5:15 PM	CLOSE					

WED.OCT.06

Time	Texas 5	Texas 6	Hill Country A & B	Texas 7	Texas 1-3	Padre Island
8:00 AM	BREAKFAST					
	GENERAL SESSIONS IN TEXAS 1-3					
9:00 AM	UC4 Support Zone Live: Customer Satisfaction and New Initiatives					O25W
LOCATION	Texas 5	Texas 6	Hill Country A & B	Texas 7	Texas 1-3	Padre Island
10:00 AM	AM Support Insider Info: Tips & Trends 026W	UC4 Automated Provisioning for SAP 126W	RA Banner Agent Upgrade 027W	OM Support Isider Info: Tips & Trends 028W	Enhancing PeopleSoft with UC4 - NIU 029W	Technical Drop In Lab
11:00 AM	BREAK					
11:15 AM	V9 Features for AM customers 030W	Clearview PrintView KPI 31W	No Limits to Enterprise Payroll Processing - U of A 032W	V9 features for OM customers 033W	Upgrade your Operational System using UC4 - PG & E 034W	
12:15 PM	LUNCH					
1:15 PM		RA Rapid Automation Overview/Use Cases Informatica Business Objects 036W	Banner Lab O37W	OM Business Integration 038W	Improve Document Processes for Intelligent Automation - LRS 035W	Technical Drop in Lab
2:15 PM	Planning for AM v8 Upgrade 040W	SAP Finacial Closing Cockpit 140W			SAP Payroll Processing Using UC4 - KBR 039W	
3:15 PM	BREAK					
3:30 PM	UC4 Intelligent Service Automation for the Enterprise - Collective Brands Case Study - TEXAS 1-3		Problem Solved: Legacy Environments Co-Exist with Transformed Systems 042W			
4:30 PM	Closing Remarks					043W
5:00 PM	CLOSE					
6:30 PM - 10:00 PM	Experience Austin's local micro-brews and enjoy dinner with a view at Abel's on the Lake - Meet in lobby at 6:30 PM					

7:00 AM	BREAKFAST					
LOCATION	Texas 5	Texas 6	Texas 7	Texas 2	Texas 3	Padre Island
8:00 AM - 12:00 PM	Certification Workshop V8 AM Basics 044C	Certification Workshop V8 OM Basics 045C	Certification Workshop OM Advanced (Including UC4 Script) 046C	Certification Workshop V8 AM Advanced 047C	Certification Workshop V8 OM Administration 048C	Technical Drop In Lab
12:00 PM	LUNCH					
1:00 PM - 3:00 PM	CERTIFICATION EXAMS (2 Hours for Test and Results Tabulation) - TEXAS 1-3					
3:00 PM	CLOSE					

Onsite sign up for certification is available. A certification fee of $125 applies. Please see the registration desk for details.

MON.OCT.04

Monday 9:00 AM

9:00 AM – Welcome
Ken Jackson, President of Americas
Texas 1-3

9:30 AM – Executive Keynote Address: Jason Liu, CEO of UC4
Texas 1-3

10:45 PM – UC4 Product Strategy: Platform, Solutions and Ecosystem
Fred Kohout, CMO
Texas 1-3

11:15 PM – UC4 Automation Platform V9
Vincent Stueger, CTO
Marc Carkeek, VP Product Development and Support US
Texas 1-3

2:00 PM – Guest Keynote: The Future of Workload Management
Tom Bishop, CTO of Conformity
Texas 1-3

3:15 PM – Executive Panel Discussion: Beyond Job Scheduling, the Next Chapter
Jason Liu
Tom Bishop
Chris Ritchie, VP Engineering at Fiserv
Moderated by Fred Kohout
Texas 1-3

4:45 PM – Closing Remarks
Ken Jackson
Texas 1-3

Monday Evening Entertainment
Austin is the "Live Music Capital of the World" and we will not disappoint. Join us for live music and Austin's legendary "Fancy BBQ" at Lambert's in the heart of downtown Austin. Please meet in the lobby at 6:30 PM. It is a short walk to restaurant, transportation available upon request. Festivities will begin at 7:00 PM and last until 10:00 PM.

Tuesday 9:00 AM – 5:15 PM

008T – UC4 Decision & UC4 Insight

Nick Koopman, Christian Plaichner, Martin Suntinger

9:00 AM - Texas 1-3

Trying to run a successful business in a constantly changing environment? Get rid of the guesswork and use Intelligent Service Automation to dramatically improve your overall service quality. At this presentation, you'll learn how the complex event-processing and event visualization capabilities of UC4 Decision and UC4 Insight will help you grasp error patterns quickly, identify hidden root causes with 3D visualization, gain a more agile IT infrastructure, detect potentially critical situations before they occur, and use event correlation to prevent errors.

009T – Virtualization Strategies

Craig Kirkeide, Ralf Paschen

9:45 AM - Texas 1-3

Dynamic virtualization, on-demand resources, cloud infrastructure, application virtualization, virtualization management, self-service provisioning—these are frequently used buzz words, but what do they really mean for you? At this presentation, you'll learn about the challenges and benefits of virtualization; the virtualization strategies available today to help you provide needed resources on demand while cutting costs; and what we have in store for the future.

010T – UC4 Automation and Cloud Management/ Web Services

Matt Busch, Marc Carkeek, Pat Higgins

10:30 AM - Texas 1-3

The cloud is one of the hottest topics in the industry today, as more and more businesses take advantage of cloud computing to reduce IT costs while increasing flexibility. But to fully realize the elasticity benefits of cloud computing, you need a holistic service automation solution, providing end-to-end automation, visibility, and control across all your applications and computing environments. This session will explain how UC4's solutions—encompassing everything from Infrastructure as a Service to Platform as a Service to Software as a Service—meet these requirements and will support your move to the cloud.

011T – What AM Customers Need to Know About Getting to V9

Martin Salz, Travis Dunham, Marc Carkeek

11:30 AM - Texas 6-7

At this session, you'll get an introduction to the UC4 Automation Platform V9 beta project—plus you'll get detailed information about our ramp-up program. You'll learn what you have to do to be part of "Ramp-Up V9," what the upgrade process entails, and what you'll gain by moving up to the latest release of the UC4 Automation Platform. You'll also get to meet some of our beta customers and hear firsthand about their experience upgrading from AM to V9.

012T – What OM Customers Need to Know About Getting to V9

Gene Krokosz, Dave Kellermanns, Jim Beck, Mark Blackmer

11:30 AM - Hill Country Ballroom

Get an overview of what´s new in UC4 Automation Platform V9 for Operations Manager customers. We'll explain why you'll want to upgrade to UC4 Automation Platform V9, provide an overview of all the features that have been enhanced since previous OM releases, and explain how the upgrade process works. You may also want to attend Track 033W, V9 Features for OM Customers, presenting more details of the new features available in UC4 Automation Platform V9.

013T – UC4 V8 Advanced Features and Functionality— Discussion of Unique Solutions for AM Customers

Dennis Strenkowski, Joe Rosal, Pat Higgins

1:30 PM - Texas 6-7

At this session, you'll learn how to get more from UC4 Application Manager by using its advanced features. You'll find out how to launch and track jobs from other applications and programs; see the benefits of registering your application's output files (such as viewing, automatic cleanup, and distribution); and learn how to dynamically add jobs to a process flow using Request Job Conditions. We'll also demonstrate some substitution variables that will make it easier to automate your processes.

TUE.OCT.05

014T – UC4 V8 Advanced Features and Functionality—
Unique Solutions Discussion for OM Customers
Gene Krokosz, Dave Kellermanns, Jim Beck, Mark Blackmer
1:30 PM - Hill Country Ballroom
UC4 Operations Manager V8 offers some great features and enhancements that you won't want to miss. At this session, we'll explore topics such as automatic assignment of agent rights, use of the new Filter object to scan output, use of the new Notification object , how to modify active process flows, and the new database Event. We'll also discuss a creative solution example for a challenging scheduling issue.

Technical Drop-in Lab
Staffed by UC4 Technical Experts
1:30 PM - 5:15 PM - Padre Island
Bring your questions or issues to the technical staff in the Drop-in Technical Lab to find answers and new approaches—and possibly influence future product features. With AM and OM version 8 on the lab machines, you can explore the products with a UC4 expert by your side. UC4 Decision and Insight, as well as UC4 V9, will also be available for you to experience hands-on. No topic is too big or small—so bring your questions and discuss them with our experts, face-to-face. Open daily.

016T – UC4 for Oracle E-Business Suite
Nick Koopman, Grant Chen
3:15 PM - Hill Country Ballroom
Round table discussion on Applications Manager best practices for Oracle E-Business Suite. We'll discuss scenarios and solutions that can save your company valuable processing resources, time, and the need for manual intervention. We'll also discuss the Oracle E-Business Suite roadmap for UC4 Automation Platform V9. Customers, please bring your best use cases and scenarios to share with the group.

017T – Open Solutions Roundtable
Eric Albert-Gauthier of BECU
3:15 PM - Texas 5
Open Solutions users are invited to come meet each other to share use cases and best practices to improve your processing with UC4. V9 Beta Customer, BECU, will be hosting and sharing their experience with Version 9.

018T – Customer Presentation: Making the Most of AM in the Real World
Janet Rangel and Howard Benson of the University of New Mexico
3:15 PM - Texas 6
In this session, we'll describe several applied solutions for real-world issues: (1) eliminating unnecessary processing in a sleep-wake chain, which in one case eliminated over 90% of the jobs being submitted; (2) restructuring a financial aid processing chain to run two years in parallel, cutting runtime by 33% (despite the fact that many of the modules can be run only in "single-run" mode); (3) how to clone AM databases; (4) how to use scheduled chains to provide 24x7 unattended monitoring of nonfunctioning modules; and (5) how to add custom scripts to modules—plus other custom scripting solutions as time permits. Although we work in a Banner environment, these solutions can all be applied to many other environments.

019T – Techniques for Promotion of Objects in UC4 Operations Manager
Gene Krokosz, Jim Beck
3:15 PM - Texas 7
Learn methods, tricks, and techniques for promoting UC4 objects from development to QA to production and reverse. We will discuss the Transport mechanism, DBCHANGE utility, Export/Import, and other methods for ensuring a seamless and change-free promotion process. This session also includes an open forum to share your techniques and best practices in promoting UC4 objects.

020T – Customer Presentation: SAP System Copy
Rich Galey of E.ON
3:15 PM - Texas 1
A detailed account of the first North American installation and execution of UC4 Automated System Copy for SAP. This session will discuss the how the process used to work, before UC4's tool, and compare it to the new process, utilizing the tool. The session will also include a high level review of the job plans provided with the UC4 platform.

021T – Debug Best Practices for AM V8
Dave Ohling, Dennis Strenkowski
4:15 PM - Hill Country Ballroom
Are you having problems with AM that you feel you could solve if you could just get some more details in the log files? Our senior consultants will show you where all of the debug options are and how to use them to get the details you need in the AM logs.

022T – UC4 Banner Automation and Related Third-Party Applications
Colin MacCorquodale, Dennis Strenkowski
4:15 PM - Texas 6
At this session, we'll discuss the new Banner automation agent, describing the technology it uses, showing how the agent interfaces with Banner, demonstrating how to use its new features, and explaining how the agent improves running in multiple Banner environments. Come see the new and improved Banner job-capture interface and learn how it can help you more effectively monitor and control your Banner jobs.

023T – UC4 SAP Automation – Automated System Copy
Dave Kellermanns
4:15 PM - Texas 7
SAP System Copies are vital for almost all SAP deployments, and they need to be made regularly—for example, before creating a test, demo, or training system; whenever you change your operating system or database software; and to provide near-time data for quality assurance simulations. Normally, performing a System Copy is extremely time-consuming, typically taking three to five days, and including complex. manual steps that can lead to errors. This session will cover how UC4 automates SAP System Copy tasks for OM customers.

024T – Customer Presentation: Integrating UC4 with Source Code Control
Noah Pratt of Assurant
4:15 PM - Texas 1
Assurant's source-code control and change-management processes require fine-grained control over all code—UC4 object code, SQL procedures, SSIS packages, Korn shell script, etc.—so we can test, approve, and deploy all components for a specific version of an application as a unit, while also pursuing parallel development in other branches or versions. Accordingly, we have to manage each UC4 object independently, treating it as just another software component. To do so efficiently, we automated the export and import of individual XML files, providing tight integration with CVS. This approach enables us to handle application deployments as a unit and schedule them to run unattended after hours.

Wednesday 9:00 AM – 5:00 PM

025W – UC4 Support Zone Live: Customer Satisfaction and New Initiatives

Tom Miller

9:00 AM - Texas 1-3

Come to this general session to find out support best practices and lessons learned in the past year and what new service offerings are in the works. This session will also give you an opportunity to provide feedback on the support services you've received and what else you might need to help your business succeed (e.g., no more uc4_export.xml files).

Technical Drop-in Lab

Staffed by UC4 Technical Experts

10:00 AM - 4:30 PM - Padre Island

Bring your questions or issues to the technical staff in the Open Technical Lab to find answers and new approaches—and possibly influence future product features. With AM and OM version 8 on the lab machines, you can explore the products with a UC4 expert by your side. UC4 Decision and Insight, as well as UC4 V9, will also be available for you to experience hands-on. No topic is too big or small—so bring your questions and discuss them with our experts, face-to-face. Open daily.

026W – AM Support Insider Info: Tips and Trends

Support

10:00 AM - 026W - Texas 5

At this session, we'll present the trends we've seen in AM support issues and share some tips that might help you avoid future problems. We encourage you to actively participate, sharing your own experiences and tips.

126W – UC4 Automated Provisioning for SAP

Ralf Paschen, Dave Kellermanns

10:00 AM - Texas 6

You have VMware and you have SAP—but how do you make these two technologies work together? Let us show you an upcoming UC4 solution that will automatically analyze your workload, dynamically add a SAP Application Server when your workload requires it, and automatically de-provision the server when it's no longer needed, freeing up resources for other uses.

027W – RA Banner Agent Upgrade

Ed Bittner, Dennis Strenkowski

10:00 AM - Hill Country A & B

Stop by and see how the Banner Agent upgrade works and how simple it will make your future updates. We will show you what your jobs will look like before and after the upgrade; demonstrate how you can take advantage of the upgrade's new features; and discuss how the Banner Agent simplifies integration with Eprint and Evisions (Formfusion).

028W – OM Support Insider Info: Tips and Trends

Support

10:00 AM - Texas 7

At this session, we'll present the trends we've seen in OM support issues and share some tips that might help you avoid future problems. We encourage you to actively participate, sharing your own experiences and tips.

029W – Customer Presentation: Enhancing PeopleSoft with UC4

Bernie Schuneman of NIU

10:00 AM - Texas 1-3

AT NIU, a recent upgrade to People Tools to 8.5 caused problems with report books using multiple report IDs. One report would run, and the next would fail. To solve the problem, we had to enter the PeopleSoft Run control, deselect the report IDs that had already run, and then restart the job in UC4—repeating these steps with each report run and reselecting all the report IDs once the job was complete. PeopleSoft's solution was to create multiple single ID report books in PeopleSoft, one for each report ID. But with UC4, we were able to create a single ID report book in PeopleSoft and use UC4 to populate it with the appropriate report IDs—a much simpler approach. UC4's ability to handle more than two key fields enabled us to run other multiple key jobs, as well.

030W – UC4 Automation Platform V9: Features for AM Customers

Dave Kellermanns, Colin MacCorquodale

11:15 AM - Texas 5

So with UC4 Automation Platform V9 just around the corner, you're wondering why you should upgrade? Let us show you some of the exciting new features V9 will bring to your data center—features like managed file transfer, version management for your objects, and the ability to logically partition your installation. We'll also look at the new automation engine architecture and what it means for high-availability planning in your data center.

031W – ClearView, PrintView, KPI

Craig Kirkeide, Jim Beck

11:15 AM - Texas 6

UC4 has many exciting new technologies and products to enhance reporting and visualization. This session will show you how UC4 Clearview, UC4 Printview, and UC4 KPI can help you better understand what's going on in your environment on a daily basis. It will include live demonstrations of all the tools.

032W – Customer Presentation: No Limits to Enterprise Payroll Processing

Richard Walton of University of Alabama

11:15 AM - Hill Country A & B

The University of Alabama's finance department asked us to automate the transmission of payroll files to an external financial institution, while also enhancing security. The goal was to significantly reduce manual intervention, provide higher visibility of the new secure transfer process, add scheduling capability, and include advanced integration with existing chains as needed. This presentation will focus on the tasks, milestones, and challenges of this project using Project Management Institute techniques, as well as a technical review of how UC4 Applications Manager enabled us to achieve the desired outcomes.

033W – UC4 Automation Platform V9 Features for OM Customers

Travis Dunham, Mark Blackmer

11:15 AM - Texas 7

This session will introduce and discuss the unified features, those ported from our Application Manager product, of UC4 Automation Platform V9 and show you how they can be used. The session will cover dynamic variables, replacement values, conditions, output viewing, and prompts.

034W – Customer Presentation: Upgrade Your Operational System Using SAP

Mark Hadler & Ed Sharp of PG & E

11:15 AM - Texas 1-3

This presentation describes the techniques we used to upgrade our existing Oracle/SPL Customer Care and Billing system—our company's main operational system—from Release 1.5 to 2.3. The upgrade included the automated creation of about 9,000 new UC4 OM objects, plus renaming of tasks in existing job plans to reference these new objects. In this session we describe how we (1) support concurrent development, testing, and production implementation in the new release; (2) use the same objects to execute in any UC4 client without making client-specific modifications during transport; (3) change attributes such as Host, Login, run-time parameters, etc., at activation time for thousands of job objects; and (4) distribute the workload over multiple hosts, with automatic restarting of failed jobs and the associated notifications.

035W – Partner Presentation: Improving Document Processes for Intelligent Automation

Jill Doehring of LRS

1:15 PM - Texas 5

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, any business process automation strategy must address reliable document delivery. UC4 has partnered with leading output management software vendor Levi, Ray & Shoup, Inc. 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 to leverage UC4 automation solutions to prevent them.

036W – Rapid Automation Overview and Use Cases for Informatica and Business Objects

Steve Pordash, Mark Romeo, Pat Higgins

1:15 PM - Texas 6

Find out more about UC4's recent additions to our Rapid Automation agent's portfolio. With agents for Business Objects and Informatica, UC4 automates your data warehouse processes across applications, databases and geographies and the cloud for faster more accurate data at the right time. The UC4 developers and consultants will discuss the solution, use cases and results from the Beta implementations.

037W – Banner Lab

Dennis Strenkowski, Colin MacCorquodale, Ed Bittner

1:15 PM - 037W - Hill Country A & B

Drop by and see the UC4 Banner Agent in action. We will be here to answer questions about automating your Banner processes with the Banner Agent. Also stop by to share your ideas with other Banner customers.

038W – OM Business Integration

Gene Krokosz, Jim Beck

1:15 PM - Texas 7

Never scripted before? Don't let that stop you from learning how to extend UC4's scheduling capabilities. This session will outline UC4's scripting language and familiarize you with structuring scripts that provide access to all the syntax you need for scripting statements and functions. We'll also share some real-world examples to demonstrate how our customers are using scripting in their environments.

039W – Customer Presentation: SAP Payroll Processing Using UC4
Howard Blocker of KBR
1:15 PM - Texas 1-3
If you're interested in automating your SAP payrolls, plan to attend this session. We'll use a production example to show you new ways to leverage UC4 functionality; discuss UC4 objects you can use to automate SAP payroll processing (calendars, sync objects, breakpoints, includes, SAP job monitoring, security roles, and more); and address object-naming standards for UC4 and SAP. At KBR, SAP payroll processing previously combined transaction code processing with use of the SAP job scheduler to run ABAP programs. With multiple payrolls across many geographic locations, it was difficult to determine what tasks should be run when and who should run them. UC4 streamlined this process with an end-to-end automated process flow that handled both domestic and international payrolls. The new approach simplified the job and made it easier to track what took place in each specific payroll area. And the control points we put in place, along with UC4's auditing capabilities, enabled the new approach to pass our internal audit requirements.

040W – Planning for AM V8 Upgrade
Dave Ohling, Colin MacCorquodale
2:15 PM - Texas 5
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 environ-ment. Learn how you can run processes in parallel and do a phased cutover of your production chains, so you don't have to risk the Big Bang!

041C – SAP Financial Closing Cockpit
Johann Niederer, Ralf Paschen
2:15 PM - Texas 6
This presentation, covering one of the most used processes in customer sites, shows how UC4 works in conjunction with SAP Financial Closing Cockpit to streamline month-end closing. With the addition of UC4's functionality, this approach is no longer exclusive to SAP CPS/Redwood.

042C – UC4 Intelligent Service Automation for the Enterprise—Problem Solved: Legacy Environments Co-Exist with Transformed Systems
Phillip Miller of Collective Brands
3:30 PM - Texas 1-3
In this session, Phillip Miller, will explain how UC4's Operations Manager enabled this global footwear retailer to integrate secure transport of files with event-driven workload automation. Learn how UC4's managed file transfer technology enabled the retailer to connect PeopleSoft Financials and HR systems with its bespoke Line of Business solutions, without the need for custom development; and how easily and rapidly its small team was able to design, test, and deploy this value-added feature . Platforms connected include Microsoft Windows, Red Hat Linux, and IBM's z/OS, P-Series, and AS/400. Topics to be covered in this session include the solution architecture, security, scalability, support, and monitoring.

Wednesday Evening Entertainment
To wrap up the week, get ready to try Austin's micro-brews with a local beer sommelier at Abel's on the Lake - over 60 beers on tap! Sit down with a beverage and a delicious meal and just enjoy the view!

Please meet in the hotel lobby at 6:30 PM for transportation. Shuttle service back to the hotel available anytime during the event until 10 PM.

Thursday, October 7th 9:00 AM – 12:00 PM

044C – Certification: V8 AM Basics

Dave Ohling, Ed Bittner

8:00 AM - Texas 5

The Application Manager Basic certification focuses on the functionality inside the AM software - all of the features of the tool inside the GUI. Attend the pre-certification workshop from 8 AM to noon, followed by the open-book certification exam and you can be a UC4 Certified Professional before you return home!

045C – Gold Certification: V8 OM Basics

Jim Beck, Mark Blackmer

8:00 AM - Texas 6

 The purpose of this session is to prepare you for the V8 OM Basic 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.

046C – Gold Certification: OM Advanced (including UC4 Script)

Dave Kellermanns, Craig Kirkeide

8:00 AM - Texas 7

This certification class will build upon last year's V8 OM Basics certification session, focusing on such advanced topics as UC4 Script Language and complex use cases. We recommend that, at a minimum, attendees have V8 OM Basics Certification and have attended a UC4 scripting class (or have comparable knowledge).

047C – Gold Certification: V8 AM Advanced

Joe Rosal, Colin MacCorquodale

8:00 AM - Texas 2

This session, will cover topics generally found in the AM advanced training class, including how jobs run in Applications Manager and where you can apply advance advanced functions and actions to perform actions before and after jobs are executed. We'll also cover creating run-time extension scripts for job completion determination that register output files within AM to make them visible and accessible from AM. Once files are registered, you can use basic functionality to send the outputs via e-mail and perform scans of files and reports.

048C – Gold Certification: V8 OM Administration

Gene Krokosz

8:00 AM - Texas 3

If you're an administrator responsible for maintaining the UC4 infrastructure, you can be certified via this class. The class is not about creating jobs and tasks, but rather focuses on knowledge, configuration, and maintenance of the UC4 Automation Platform, agents, service managers, user interfaces, and utilities. It's expected that attendees will have a thorough understanding of all UC4 utilities. Presentation of the class topics will be followed by an open-book examination.

Certification Exams

1:00 PM - Texas 1-3

Technical Drop-in Lab

UC4 Technical Experts

8:00 AM - 12:00 PM - Padre Island

Bring your questions or issues to the technical staff in the Open Technical Lab to find answers and new approaches—and possibly influence future product features. With AM and OM version 8 on the lab machines, you can explore the products with a UC4 expert by your side. UC4 Decision and Insight, as well as UC4 V9, will also be available for you to experience hands-on. No topic is too big or small—so bring your questions and discuss them with our experts, face-to-face.

Customer Speakers

Chris Ritchie, VP, Engineering, Fiserv Inc.
Session 006M Executive Panel Discussion

Chris brings over 25 years of technology leadership and international experience in his career composed of extensive hardware and software development experience.

Chris enjoyed a 15 year career at IBM working in many organization of the corporation including warehouse, distribution, manufacturing and production control. He spent the majority of his IBM career in software and hardware development of high-end graphics systems.

Now at Fiserv his responsibilities as VP of Engineering and Officer span across operational teams including Development, SQA, PMO, Support, Implementations and IT with teams in Austin and Costa Rica. These responsibilities include budget planning and administration, strategy, architecture, global team management, process engineering, product lifecycle management and customer service.

Chris has also served in principal positions in start-up ventures such as Board Member, CEO, CIO and CTO. He is also Co-Founder and President of the Austin Inventors and Entrepreneurs Association (http://austininventors.org) which is a non-profit group focused on helping the individual inventor and entrepreneur get their idea to the next level.

Janet Rangel, University of New Mexico
Session 018T Making the Most of AM in the Real World

Janet Rangel has been working with AppWorx/Applications Manager for over a dozen years at San Diego State University and now at the University of New Mexico. She is currently responsible for the development, maintenance, and support of two large and very complex master chains. Over the years she has amassed a wealth of knowledge about the product, and regularly shares tips and tricks at conferences across the nation.

Howard Benson, University of New Mexico
Session 018T Making the Most of AM in the Real World

Howard Benson is a jack-of-all-trades who is actually master of many. His skills cross the boundaries between applications development, server management and OS support, database management, and storage systems. He has an extremely creative problem-solving approach and will show you things you didn't think Applications Manger could do.

Bernie Schuneman, Northern Illinois University
Session 029W Enhancing PeopleSoft with UC4

Bernie has been a UC4 customer since 2002, and has attended the conference since 2004 in Boulder, Colorado. He is the Supervisor of Production Control at Northern Illinois University, where they run almost exclusively on UC4 and PeopleSoft.

Mark Hadler, PG & E
Session 034W Upgrade your Operational System Using UC4

Mark is the Technical Lead for UC4 solutions for the CC&B application at PG & E. He has been developing UC4 objects for about 8 years and spent over 30 years in technical positions in IT such as operations, systems and application programming

Noah Pratt, Assurant
Session 024T Integrating UC4 & Source Code Control

Noah has been with IT at Assurant for over a decade, and has done everything from loading paper into batch printers at 3 AM to Solaris system administration. He currently works in Production Control and now spends much of his time with UC4. He has lived in Southern California his whole life.

Rich Galey, E.ON
Session 020T SAP System Copy

Rich Galey has 12 years of experience E.ON U.S. in various IT Operations positions. primary experience was as a Mainframe/Enterprise batch scheduler, with some change management thrown in. He also has 3 years of Basis experience.

Howard Blocker, KBR
Session 039W SAP Payroll Processing Using UC4

Howard Blocker has 25 years of service with KBR. Throughout his years of service, has worked on Batch Automation using Mainframe (UCC7), Maestro (Tivoli), and currently UC4(OM).

He is currently the Global Scheduling Coordinator and provides development and support of all the KBR Batch processes using UC4. (Primarily schedules SAP Processes and Interfaces)

Richard Walton, University of Alabama
Session 032W No Limits to Enterprise Payroll Processing

Richard Walton is an Enterprise Systems Administrator in the Telecommunications and Data Center Operations department of the Office of Information Technology for the University of Alabama. In this position his responsiblities range from Data Center management, Telecomunictions operations support, and Appliction adminstration across both environments. He began working in application automation in early 2005 when AppWorx 6.05 was installed and integrated with the SunGard Banner ERP platform. His background ranges from Network operations, Enterprise Microsoft Windows and UNIX system adminstration, and Project management. He became certified as a UC4 Professional in Applications Manager in 2009.
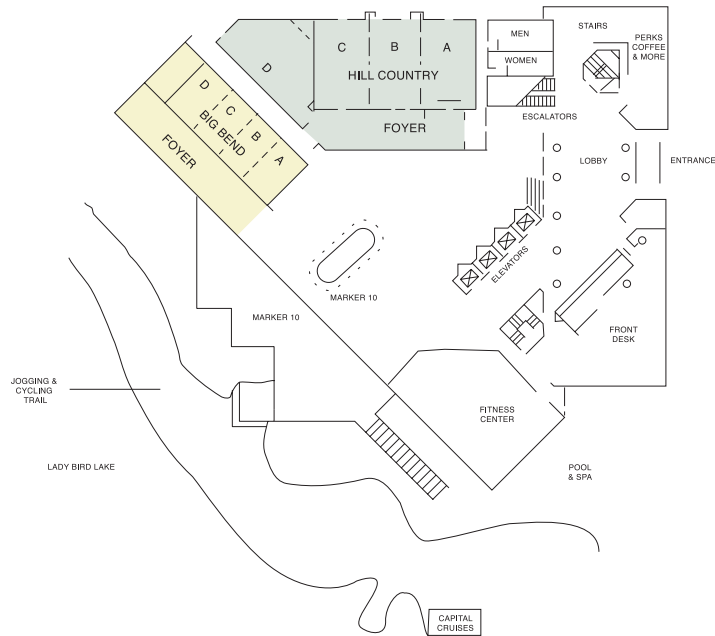
Phillip Miller, Collective Brands
Session 042W Problem Solved: Legacy Environments Co-exist with Transformed Systems

Phillip Miller has over twenty years experience in information technology. A variety of roles across multiple verticals (including biotechnology, manufacturing and retail) and worldwide locations have helped him develop a broad understanding of challenges facing companies large and small as they manage their application environments. Leveraging the right combination of people, process and technology to solve business challenges is a passion that he enjoys sharing with others. Phillip holds a M.A. in Jurisprudence from the University of Oxford, UK and always livens up his presentations with a dose of British humor. He lives with his wife and two children in a small town in rural Kansas.
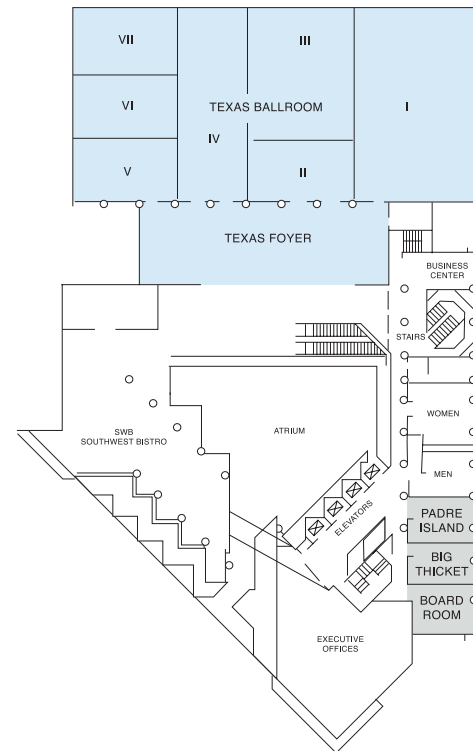
FIRST FLOOR

HILL COUNTRY
C | B | A
FOYER

D

BIG BEND
D | C | B | A
FOYER

MEN
WOMEN
STAIRS
PERKS COFFEE & MORE
ESCALATORS

LOBBY
ENTRANCE

MARKER 10
MARKER 10

ELEVATORS

FRONT DESK

JOGGING & CYCLING TRAIL

FITNESS CENTER

LADY BIRD LAKE

POOL & SPA

CAPITAL CRUISES

SECOND FLOOR

VII

III

VI

TEXAS BALLROOM

I

IV

V

II

TEXAS FOYER

BUSINESS CENTER

STAIRS

WOMEN

SWB SOUTHWEST BISTRO

ATRIUM

MEN

ELEVATORS

PADRE ISLAND

BIG THICKET

BOARD ROOM

EXECUTIVE OFFICES

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