

# EMEA CA Business Service Insight User Group meeting

- 10:00 Meeting Opening Josef Schneider, User Group President
- 10:15 CA Community Update Presentation of the user group website, Guide for members, Best Practices, Ideation (Enhancement requests) Josef Schneider, User Group President & Abderrazzak Laabi, CA Technologies
- 10:30 The Service Level Management Market - Needs, Trends, Technologies- Josef Schneider, fusionPOINT & John Sorensen, CA Technologies

# EMEA CA Business Service Insight User Group meeting (cont.)

- 11:15 “Real Time Dashboard” Amadeus Showcase – Elona Eski, Amadeus & Joachim Brenneisen, fusionPOINT
- 11:45 Lunch
- 13:15 Showcase: From SLA Reporting to SLA Management Dirk Buchmüller, Vodafone Germany
- 13:45 CA SaaS & Service Level Management Wendy Arthur, Specialist, Operations, CA Technologies
- 14:30 Break

# EMEA CA Business Service Insight User Group meeting (cont.)

- 14:45 CA BSI Strategy and Roadmap Michel Avenel, Senior Principal Product Manager, CA Technologies
- 15:30 Q&A, Open discussion with CA Product Management
- 16:00 Summary and Closing Remarks - Josef Schneider, User Group President & Abderrazzak Laabi, CA Technologies
- 16:15 Close