

Technical Support & Serviceability Roadmap



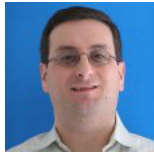
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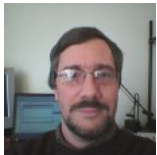
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**Visit the Services,
Support & Education Zone
(Located In The Solution Center)**

Come learn more about the many options IBM has to support you through the entire software lifecycle and speak with professionals from Education Services, Consulting Services, Support & Subscription and AVP

Technical Support & Serviceability Roadmap

ibm.com/software/support

Successful Solution Deployment

Technical Support & Serviceability Roadmap

Time	Activity	Speaker(s)	Location
Sunday, April 28			
5:00 - 7:30pm	AVC Exclusive Event: Mojito & Sangria Sunday Social	AVP Execs, AVP professionals, Technical Support professionals all will be available	Solution Center: Services, Support & Education Zone
Monday, April 29			
10:00am - 4:00pm	Accelerated Value Central Lounge		Solution Center: Services, Support & Education Zone
1:45 - 3:45pm	Come Talk to a Senior Technical Staff Member & Bring Any Questions You May Have!	Dan Julin	Solution Center: Services, Support & Education Zone
4:00 - 5:00pm	TAW-2713: Roundtable - Discuss WebSphere Application Server Serviceability and Problem Determination Tools	Vishal Charegaonkar, Dan Julin	Zeno 4703
4:00 - 5:00pm	TAW - 3236: Roundtable - IBM Support Portal Today & Tomorrow	Greg Shalhoub, Paula Fulton	Zeno 4707
4:00 - 5:00pm	TAW-1790: Preparing to Fail: Practical WebSphere Application Server High Availability	Tom Alcott	Palazzo J
5:15 - 6:15pm	TAW - 2592: Roundtable - Innovations for Managing Your Critical Applications with IBM	Todd Kindsfather, Aaron Tobin	Zeno 4707
5:30 - 7:30pm	Accelerated Value Central Lounge		Solution Center: Services, Support & Education Zone
Tuesday, April 30			
9:45am - 4:00pm	Accelerated Value Central Lounge		Solution Center: Services, Support & Education Zone
9:45 - 11:00am	Meet with Director of SWG WebSphere Support	Ken McQuade	Solution Center: Services, Support & Education Zone
10:15 - 11:15am	TAD-2709: Roundtable- IBM Support Assistant - Future Strategies for Problem Determination	Dan Julin	Zeno 4702
10:15 - 11:15am	AVP-3224: Java Troubleshooting with ISA 5 Using Health Center and Memory Analyzer	John Alex	Zeno 4601
12:00 - 12:45pm	SPN - 3161: Problem Resolution in Minutes Using Unstructured Data Analysis	Steve Smythe	Marcello 4401A
1:00 - 2:15pm	TAW - 1560: Introduction to the IBM Monitoring and Diagnostic Tools for Java	Chris Bailey, Peter Whitehead	Palazzo H
1:00 - 3:30pm	TAW-1217:Hands-On Lab: Diagnostic and Performance Tools for WebSphere Application Server	Surya Duggirala, Solomon Barghouthi, Vishal Charegaonkar	Murano 3301B
1:00 - 2:15pm	TAC-3015: CICS TS Performance and Tuning - Solving Problems with CICS Tools	Emyr James	Lido 3105
2:30 - 3:30pm	AVP-3217: How to get the most value from your WebSphere software with IBM Software Subscription and Support	Darin Thompson	Zeno 4601
2:30 - 3:30pm	TAW - 3236: Roundtable - IBM Support Portal Today & Tomorrow	Greg Shalhoub, Paula Fulton	Zeno 4707
2:30 - 3:30pm	TAC-1087: CICS Debugging: Back to Basics	Ed Addison	Lido 3105
4:00 - 5:00pm	AVP-3216: Key to Software Currency: Introducing WebSphere Migration Assist Program	James Moreno	Zeno 4601
4:00 - 5:00pm	TAU-1740: A Client Perspective on Cloud Challenges and Efficient Problem Determination	Harry Rumley	Marcello 4402
4:00 - 5:00pm	TAW - 2592: Roundtable - Innovations for Managing Your Critical Applications with IBM	Aaron Tobin, Todd Kindsfather	Zeno 4707
5:15 - 6:15pm	TAC-3008: Improving the Integration between Distributed Security and CICS	Ian Mitchell, Nigel Williams	Lido 3105
5:15 - 6:15pm	TAW-1622: WebSphere Application Server Migration - Planning and Best Practices	Dana Duffield	Palazzo G
Wednesday, May 1			
9:45am - 2:15pm	Accelerated Value Central Lounge		Solution Center: Services, Support & Education Zone
10:00 - 12:00pm	Come Talk to a Senior Technical Staff Member & Bring Any Questions You May Have!	Ed Addison	Solution Center: Services, Support & Education Zone
10:15 - 11:15am	TAD-2709: Roundtable- IBM Support Assistant - Future Strategies for Problem Determination	Dan Julin	Zeno 4702
10:15 - 11:15am	AVP-3225: Java Troubleshooting with ISA 5 Using Thread and Monitor Dump Analyzer	John Alex	Zeno 4601
10:15 - 11:15am	TAC-3021: Smarter Development Tools for End-to-End z/OS Application Problem Resolution	Joseph Gailey, David Bean, Doug Stout	Lido 3105
1:00 - 2:00pm	TAW-2713: Roundtable - Discuss WebSphere Application Server Serviceability and Problem Determination Tools	Vishal Charegaonkar, Dan Julin	Zeno 4703
1:00 - 2:00pm	TAW - 3236: Roundtable - IBM Support Portal Today & Tomorrow	Greg Shalhoub, Paula Fulton	Zeno 4707
1:00 - 2:00pm	AVP-3227: WebSphere MQ V7.1 and V7.5: Migration Recommendations and New Features	Tameka Woody	Zeno 4601
2:15 - 3:15pm	TAW - 2592: Roundtable - Innovations for Managing Your Critical Applications with IBM	Aaron Tobin, Todd Kindsfather	Zeno 4707
2:15 - 3:15pm	AVP-3228: WebSphere MQ: Monitoring and Troubleshooting Techniques	Tameka Woody	Zeno 4601
3:45 - 4:45pm	AVP-3226: WebSphere V8.5: Migration Recommendations and New Features	John Alex	Zeno 4601
5:00 - 6:00pm	TAD-2709: Roundtable- IBM Support Assistant - Future Strategies for Problem Determination	Dan Julin	Zeno 4702
Thursday, May 2			
8:45am - 4:45pm	Accelerated Value Central Lounge		Titian 2301
8:45 - 9:45am	TAW-1790: Preparing to Fail: Practical WebSphere Application Server High Availability	Tom Alcott	Marcello 4402
10:15 - 11:15am	TAW-1622: WebSphere Application Server Migration - Planning and Best Practices	Dana Duffield	Palazzo I
10:15 - 11:15am	TAW - 2592: Roundtable - Innovations for Managing Your Critical Applications with IBM	Aaron Tobin, Todd Kindsfather	Zeno 4707
1:00 - 3:15pm	TAW-1217:Hands-On Lab: Diagnostic and Performance Tools for WebSphere Application Server	Surya Duggirala, Solomon Barghouthi, Vishal Charegaonkar	Murano 3301B
1:00 - 2:00pm	TAW-2713: Roundtable - Discuss WebSphere Application Server Serviceability and Problem Determination Tools	Vishal Charegaonkar, Dan Julin	Zeno 4703
1:00 - 2:00pm	TAW - 3236: Roundtable - IBM Support Portal Today & Tomorrow	Greg Shaloub, Paula Fulton	Zeno 4707
3:45 - 4:45pm	TAC-3014Save MIPs, Save Money with CICS Threadsafe	John Tilling	Lido 3105
2:15 - 3:15pm	TAD-2709: Roundtable- IBM Support Assistant - Future Strategies for Problem Determination	Dan Julin	Zeno 4702
2:15 - 3:15pm	TAW-2539: WebSphere Application Server Installation and Maintenance in the Enterprise	Tom Alcott	Palazzo G
3:45 - 4:45pm	TAW-1624: IBM WebSphere Application Server Migration Toolkit	Dana Duffield	Palazzo H