

# CONNECT 22

## GLOBAL CONFERENCE

SS ROTTERDAM May 31 & June 1

### Agenda

May 31 - Training

Morning session

09:00 - 09:30

Welcome and Registration

09:30 - 12:30

- **Admin**

The Admin Training will consist of an intro to 4me, the architecture and the platform. A guided tour of 4me, looking at how accounts and trusts are set up, the core data types and the roles available. We will also look at how the service catalogue can be set up.

- **Advanced Admin**

The Advanced Admin Training will take you through an in-depth view and configuration of roles and special Accounts, advanced SLA fields and SLA accountability, and auto-assignment.

- **Automation Rules (Basis)**

This session will aim to equip you with the basic components of creating and testing automation rules and to create some standard/common automation rules that can help make some of your processes more efficient. This will help you build up to some more complex examples in the advanced training. Ideal for those who are new to automation rules or those who need a refresher.

- **Automation Rules (Advanced)**

Learn more about complex automation rules and techniques that can help you further automate manual processes. This session is aimed at those who already have experience in working with automation rules.

- **4me Basic Training (for those new to 4me)**

New to 4me? Learn about how 4me works and get a basic introduction to the platform. Navigate across the different functional areas and discover how to carry out day-to-day tasks.

- **Project & Agile Management Training**

Interested in managing your projects through 4me? This session will look to equip you with the knowledge and techniques needed to ensure your projects are captured, tracked and successfully completed.

- **4me Tips & Tricks**

Curious about what hidden gems and functions that exist in 4me? This session will take you through useful tricks that will make your experience with 4me even better.

09:30 - 11:00

**Partner Sales Training**

11:15 - 12:30

**Partner Pre-sales Training**

12:30 - 13:30

**Lunch**

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May 31 - Training

Afternoon session

13:45 - 17:00

- **Advanced Admin**

The Advanced Admin Training will take you through an in-depth view and configuration of roles and special Accounts, advanced SLA fields and SLA accountability, and auto-assignment.

- **Service Catalogue**

Your service catalogue is the gateway to your services for your end-Users. This session will give you the tools needed to create, manage and continually improve on your service catalogue.

- **Service Insight, measure Quality, Experience & Cost**

4me's core message is to help Organisation be able to track and measure their service cost and quality. This session will look at how you can do this with 4me easily and show you how to make the most of the insights you can gain through reporting.

- **Self-Service Design (Advanced)**

Want to spruce up your Self-Service Portal but not sure how you make it even more exciting and pleasant to use? This session will look to give you inspiration on how you can attract more of your end-Users to use your portal without compromising on features and self-service capability.

- **Change Management Enablement**

This hands-on session will aim to give Change Managers the knowledge and best practice to setup their change process effectively, understanding and assessing risks involved and ultimately increase the number of successful changes implemented.

- **4me Experts**

The equivalent of the Apple Genius Bar! Come and talk to, learn from and build with our top developers! Listen to their tips or bring your own work and discuss additional value or get help if you are stuck with something.

17:30

Drinks and fingerfood in the bar