



Vivit Deep Dive Sessions 2015

In conjunction with HP Discover

Monday, June 1, 2015

Time 1:00 – 5:00pm

3rd & 4th Floor - The Venetian | The Palazzo Resort in Las Vegas

Enhance your HP Discover experience by joining Vivit, the independent HP Software user community, the day before the conference begins for the highly ranked Vivit Deep Dive Sessions. Choose from 10 courses to hear real-world implementation experiences and examples from practitioners who are in the field solving business problems with HP Software tools every day.

Registration: Vivit Deep Dive session courses can be added to your [new](#) or [existing](#) HP Discover conference registration. The cost per session is only **\$99** thanks to our sponsors. This is an incredible value which normally costs \$495. If you haven't registered for HP Discover yet, please sure to use the unique [Vivit link](#) to receive \$300 off your conference pass. Unable to attend HP Discover but would like to attend Vivit Deep Dive sessions? Questions? Contact [Richard Bishop](#), Education Chair, Vivit Board of Directors.

Course Listing

- Equipping the modern IT asset manager to know/do more with HP Asset Manager and Universal Discovery
- Mobile Testing & Monitoring with Mobile Center 1.10
- Scaling agile to the enterprise with HP Agile ManagerModern Data Protection with HP
- Lean Functional Testing (LeanFT) – Test automation solution built specifically for continuous testing, Agile and Dev/Ops Smart Plug-in for VMware
- It's a win-win: Maximizing the value you deliver to your customers with lifecycle virtualization
- Transforming HP ALM: Leveraging a scriptless, data driven framework
- Streamlining your IT Management with the HP Operations bridge v10 - What's inside, who's gained value, how will it work for you
- Collaborative and strategic integration of HP ALM, HP UFT and HP Mobile Center
- Discover the dark side of your Apps before your users
- Automation Best Practices

Equipping the modern IT asset manager to know/do more with HP Asset Manager and Universal Discovery



Two long-term veterans of IT Asset Management and IT Discovery in the HP ecosystem share their expertise with HP Asset Manager and Universal Discovery to help you get additional value out of your ITAM practice. Topics covered will include, but are not limited to: getting the most out of HPAM procurement/catalog, designing custom software counters in HPAM, leveraging third-party tools such as BDNA normalize for more effective SAM, upgrading from DDMi to UD and advanced SW recognition techniques.

***Note:** This session is limited to 25 participants – as it offers both an interactive panel discussion and collaborative session – to ensure that all who want may participate in the conversation.

Class focus: Delivering compelling results to your customers and business with proven capabilities in IT, now.

This course is suitable for: People who want to promote good stewardship practices for IT assets in their organizations.

Course level: We're seeking to strike a balance between business and technical content, so being grounded in both will be to your advantage. With that in mind, this session is intended for an intermediate level audience, though all are welcome. Sections will focus on HP Asset Manager, HP Universal Discovery and integrations for both. Each section will have a presentation/demonstration followed by an interactive Q&A/roundtable. We want to hear about your experiences – what you've learned and what you're still learning. We hope to have you collaborate with us.

Prerequisites: Be familiar with capabilities of IT asset management, IT service management, IT financial management and/or IT governance in your organization. Prepare yourself to participate, share and learn.

Target Group: Developers, testers, business leaders, technology leaders, educators and all others interested in collaborative learning.

About the instructors:

Wally Waltner, Practice Leader for ITSM/ITAM, ReveallT Solutions

Wally Waltner is the Practice Leader for ITSM/ITAM Services for ReveallT Solutions. He is an experienced business leader with specializations in IT asset management, IT service management and IT governance. His primary responsibilities include guiding the ITSM/ITAM Services team, engagement planning and execution, business development and thought leadership.

Wally is a veteran manager of the Big 4 consulting firm BearingPoint, where he led customer engagements and was a key contributor to the development of the firm's CIO advisory offerings.

Wally is also a veteran of Peregrine Systems and Hewlett-Packard.

Throughout his twenty-year career, Wally has excelled at translating complex technical concepts into understandable business terms and integrating robust, detailed processes with well-designed technical architectures that bring value to his clients. He possesses a wide range of experience, including deep exposure to organizational management, business process design and technology integration.

Wally holds a Bachelor's degree from Saint Olaf College in Northfield, Minnesota. He frequently speaks and writes on a number of IT management topics. He has published multiple white papers on IT service and asset management best practices and conducted technical architecture workshops at user conferences. He is a Certified IT Asset Manager (CITAM) as recognized by the International Association of IT Asset Managers, and is an ITIL v3 expert. He currently lives in Kansas City with his wife and daughter.

Keith Mason, Solution Architect, ReveaIT Solutions

Keith Mason is a solution architect at ReveaIT Solutions, focused on IT discovery. Keith excels at communicating complex IT concepts to IT SMEs in a language they can understand, while also being able to communicate with non-IT staff in simple terms. He has deep expertise with IT discovery solutions as well as with complex IT environments with over two decades of experience dealing with diverse system, network administration issues that are typically the primary obstacles to a successful IT discovery implementation.

Keith is a former veteran of Peregrine Systems and HP R&D teams, and has over 10 years of solid experience working on technologies that are now part of HP Universal Discovery 10.0. Keith was part of the HP DDMI R&D team for over five years, and was also introduced to the HP DDMA and UCMDB technology back in 2005, working closely with Mercury Interactive's R&D team as part of a collaboration initiative. More recently, Keith has been working closely with ReveaIT's customers, guiding their IT discovery teams on their solution architecture and implementation.

Mobile Testing & Monitoring with Mobile Center 1.10

Competitive organizations are looking beyond the initial challenges and complexities of the mobile era and recognizing that mobile offers a tremendous opportunity to create new business advantages. They are looking to transform their customers' and employees' lives through new, rich personal interactions that enhance revenue, boost experience and increase productivity.



In every industry, customers judge their mobile experience on the speed of the response and the quality of the service they receive. The complexity is hidden behind user-friendly application interfaces, leading to a feeling that everything is simple and should work flawlessly.

Join Amir Karo & Yossi Neeman for this deep-dive seminar to learn to:

- Integrate mobile testing within your existing application lifecycle management (ALM) infrastructure
- Support simulated and real-world exploratory testing to report back on usability, design and defects, all on real devices
- Automate the functional and ever-growing regression test cases on real devices to achieve both speed and quality
- Automate advanced business flows that span across browsers and devices or across multiple apps
- Accurately capture and share critical defect information (device vital, snapshot, video, etc.)
- Measure and simulate the impact of load using a combination of real devices and virtual users, and apply real-world network conditions for realistic assessment

Learn more about HP Mobile Center software and how to address the challenge of optimizing mobile app quality and the user experience **throughout the application lifecycle**. HP Mobile Center is a robust and scalable enterprise on premise solution that helps customers take control of their mobile reality. Built on HP's significant quality assurance expertise, it works natively with HP Application Lifecycle Management (ALM), HP Quality Center (QC), HP Sprinter, HP Unified Functional Testing (UFT), HP LoadRunner, HP Performance Center and HP AppPulse so you can connect your devices to HP Mobile Center and get started immediately.

***Note:** This session is limited to 25 participants, as we will have both an interactive panel discussion and collaborative session; ensuring that all (that want to) participate in the dialog, and everyone has at least one key learning they can implement.

Class focus: Learn how to deliver amazing apps

The course is suitable for: Practitioners who want to learn about automation testing, performance testing or exploratory testing for mobile. Familiarity with HP UFT, HP LoadRunner/ HP Performance Center or HP Sprinter required.

Course level: The course will deep dive into mobile testing using mobile center and the participants are expected to know basic usage of the one or more of the HP Application Lifecycle Management tools suite (ALM, QC, UFT, LR, PC, BSM, Sprinter) The course will provide an overview of the different functionality and integrations of mobile center and will also include advanced testing scenarios that span form factors, devices and applications.

Prerequisites: Be familiar with basic functionality of either HP UFT, HP Sprinter, HP LoadRunner or HP Performance Center.

Target Group: Developers, manual testers, automation testers, performance testers, mobile product owners

About the instructor:

Amir Karo, Development Managers, HP

Amir Karo is server team manager at HP's Mobile Center group. He joined HP in 2006 and since then has been part of different R&D groups such as HP Anywhere, uCMDB, PPM and more. Amir has filled different roles in enterprise software development field and has experience in automation, performance, cloud and mobile. When he's not in front of computer screen, he spends time doing sports and playing the guitar. Amir has a BSc in Computer Science and Bsc in Computational Chemistry from Bar-Ilan university.

Scaling agile to the enterprise with HP Agile ManagerModern Data Protection with HP



Agile, at its best, leads to efficient scaling and dynamic responsiveness to software delivery release cycles, improving business value and cutting execution times. However, many teams have difficulties meeting these lofty goals.

With large and complex projects, it's difficult to get everyone working and thinking together on strategic business objectives and project targets. It takes a combination of people, processes and technology to make this work.

Join John Falk for this deep dive session as he teaches you how to:

- Build in quality support and project visibility
- Get all agile stakeholders on the same page
- Provide insight into the entire project landscape, workflow, and potential issues or bottlenecks
- Bolster agile practices, foster continuous improvement and remove project delays
- Check the quality of the code before each build

Learn more about HP's agile quality solution through a demo of Agile Manager together with ALM, ALI, PPM and Developer ecosystems. Leverage the benefits of agile development for your organization.

Class focus: Delivering compelling results to your customers and business with proven capabilities in IT, now.

The course is suitable for: People who want to be better at efficient agile scaling and dynamic responsiveness to software delivery release cycles, and who seek to make a difference in their organizations to impact the customer and business by delivering impactful results now.

Course level: On a scale of 1 to 5 with 1 being beginner and 5 being expert, this is a 2-4. It is more of a business and best-practices discussion with guidance from speakers, and less of a deep, hands-on technical lab or code-level discussion.

- It starts with an overview to level-set and ensure a common understanding of HP Agile Manager.
- It goes into more detail with a panel discussion and customer use cases.
- Attendee discussions will be encouraged along the way, so be prepared to share ideas and experiences you have had: what worked well and didn't.

We look forward to having you collaborate with us.

Prerequisites: Be familiar with capabilities of development, testing and operations within your organization and the Agile Methodology. Prepare yourself to participate, share and learn.

Target Group: Developers, testers, business leaders, technology leaders, educators and all others interested in collaborative learning.

About the instructor:

John Falk, Solutions Architect, HP Software

John Falk is a Solutions Architect with HP Software and is currently an Agile Manager product specialist. He is responsible for working with clients to help with the adoption of enterprise agile methodologies and maintain industry-standard best-practices. Previously he has enjoyed a 20+ year career in corporate IT. He specializes in application development, global network infrastructure and IT operations.

Lean Functional Testing (LeanFT) – Test automation solution built specifically for continuous testing, Agile and Dev/Ops Smart Plug-in for VMware



Functional testing is evolving at a rapid pace. The skill sets needed for mobile, cloud and Dev/Ops are constantly challenging the old methods of test automation.

Join the HP functional testing product team and learn about its new Lean Functional Testing (LeanFT) solution that you can leverage within your organization. See and discuss in real-time:

- LeanFT in action for continuous testing
- The difference between Unified Functional Testing (UFT) and LeanFT

- How LeanFT works in the developer IDE and uses common scripting and dev languages
- LeanFT for better script maintenance in Agile development

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Class focus: Delivering compelling results to your customers and business with proven capabilities in IT, now.

The course is suitable for: People who are sick of hearing “This is the way we have always done it” and seeking to make a difference in their organizations to impact the customer and business, delivering impactful results now.

Course level: On a scale of 1 to 5 with 1 being beginner and 5 being expert, this is a 2-4. It is more of a business and best-practices discussion with guidance from speakers, and less of a deep, hands-on technical lab or code-level discussion.

- It starts with an overview to level-set and ensure a common understanding of lifecycle virtualization.
- It goes into more detail with a panel discussion and customer use cases.
- Attendee discussions will be encouraged along the way, so be prepared to share ideas and experiences you have had: what worked well and didn't.

We look forward to having you collaborate with us.

Prerequisites: Be familiar with capabilities of development, testing and operations within your organization; including: methodologies, performance, functional, security, KPIs, voice of the customer, net promoter score, virtualization and other related topics. Prepare yourself to participate, share and learn..

Target Group: Developers, automation engineers, testers, business leaders, technology leaders, educators and all others interested in collaborative learning on this topic.

About the instructors:

Iris Sasson, Solutions Architect, HP Software

Iris leads the functional architect team of functional testing in the HP FTMobile group. The team is focused on customer and business needs and prepares functional designs of the different functional testing solutions (UFT, BPT, LeanFT, Sprinter and SAP). Iris holds a B.Sc. degree with honors in computer science, bioinformatics, from Ben Gurion University, and is in the final stage of completing an M.Sc. degree in industrial engineering and at in Tel Aviv University.

Clint Sprauve, Senior Product Manager, HP Software

Clint Sprauve is the Senior Product Marketing Manager for HP Software Functional Testing. He has been with HP Software since November 2012. Clint was also part of the HP pre-sales organization as a Senior Solutions Architect, specializing in the HP Application Delivery Management (ADM) suite of products. Previously, Clint was the Director of Product Strategy for the Borland Solutions Division of Micro Focus, where he created Borland's mobile strategy for functional test automation. Clint has over 20 years of experience in the software development and quality assurance industry. He has also served as the Senior Product Marketing Manager for the Silk Testing Solutions at Borland Software and Segue Software, and served as a Senior Technical Sales Engineer for both companies. Clint has also been an independent consultant specializing in test management and test automation.

It's a win-win: Maximizing the value you deliver to your customers with lifecycle virtualization



Do you need to show results... *now*? In this, session you'll delve into lifecycle virtualization (users, services, networks and data) that every development, testing and operations team is expected to deliver... *now*.

Attend to learn from an expert, share best practices and implement what you learn. Experience an interactive panel discussion of customers and HP leaders, and bring your questions. Find out how you can deliver amazing applications with confidence now. The session will include:

- Collaborative discussion about the challenges and pain we are all suffering from today
- Overview and discussion of lifecycle virtualization
- How you are trying to solve some of these challenges
- Some proven approaches and how can they work to solve challenges
- Customer references on technologies you could implement now

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Class focus: Delivering compelling results to your customers and business with proven capabilities in IT, now.

The course is suitable for: People who want to be better at efficient agile scaling and dynamic responsiveness to software delivery release cycles, and who seek to make a difference in their organizations to impact the customer and business by delivering impactful results now.

Course level: On a scale of 1 to 5 with 1 being beginner and 5 being expert, this is a 2-4. It is more of a business and best-practices discussion with guidance from speakers, and less of a deep, hands-on technical lab or code-level discussion.

- It starts with an overview to level-set and ensure a common understanding of HP Agile Manager.
- It goes into more detail with a panel discussion and customer use cases.
- Attendee discussions will be encouraged along the way, so be prepared to share ideas and experiences you have had: what worked well and didn't.

We look forward to having you collaborate with us.

Prerequisites: Be familiar with capabilities of development, testing and operations within your organization; including: methodologies, performance, functional, security, KPIs, voice of the customer, net promoter score, virtualization and other related topics. Prepare yourself to participate, share and learn.

Target Group: Developers, testers, business leaders, technology leaders, educators and all others interested in collaborative learning

About the instructor:

Todd DeCapua, Senior Product Marketing Manager, HP Software

Todd DeCapua is a Senior Product Marketing Manager, focused on the two high-growth and strategic incubation capabilities of network virtualization and service virtualization. In addition, Todd is an Innovation Coach with the HP Software Innovation Team and Chief Technology Evangelist in the HP Software Thought Leadership and Evangelism Team.

Todd is a seasoned software professional with more than 20 years of experience in IT applications development, IT operations, product marketing, product management, channels operations and business development in several domains including: mobile, agile, cloud and performance.

Prior to joining HP, Todd was VP of Channel Operations and Services for Shunra. Prior to Shunra, Todd held several senior leadership roles at ING DIRECT and worked in several consulting organizations, including Andersen Consulting.

Todd has an MBA with a concentration in finance and a Bachelor of Science. In addition, he also has been recognized with several industry certifications and awards, and is an industry-renowned leader/speaker/author.

Transforming HP ALM: Leveraging a scriptless, data driven framework



With the increasing velocity of business change, QA teams are pressed to test applications faster and with far fewer resources. Finding new ways to streamline the QA and delivery process, and extend test coverage to validate your applications, can ultimately mean greater value to your business.

Join us for an in-depth session, where we will discuss how to leverage next-generation scriptless testing software to enhance your HP ALM platform and add speed and agility to application delivery. Learn first-hand how a true, data-driven approach can increase coverage to test more of your business processes, while reducing the number of test cases you need to create and maintain.

In this session, you will learn how to:

- Automate the creation of business process test (BPT) components within ALM and eliminate the need for technical scripting or coding.
- View pre-built content and test cases that can be applied immediately or be quickly modified to match your unique testing environment.
- Leverage drag-and-drop functionality to build test cases and test sets and store them in HP UFT.
- Automate the generation of datasheets and leverage data-driven test control.
- Utilize auto-maintenance features to easily identify changes and automatically update your test cases, test sets and datasheets.

Use framework extensibility to support a broader range of applications and environments than with native HP QTP/UFT alone.

The course is suitable for: Those who currently use or are looking to use the HP ALM solution stack, including Quality Center, Unified Functional Test and Business Process Testing.

Prerequisites: We recommend those familiar with test automation frameworks. Experience HP ALM, Quality Center and HP UFT is a plus.

Target Group: HP ALM/QC users, test managers, software quality engineers, QA managers

About the instructor:

Brad Kallaway, Director of Global Pre-Sales, Turnkey

Brad Kallaway is Director of Global Pre-Sales at TurnKey and has been implementing, testing and managing enterprise systems throughout his entire career. Over the past six years, he has been focused on helping Fortune 2000 customers leverage functional test automation to accelerate application lifecycle management and delivery.

In his current role, Brad is responsible for creating a deeper awareness in the market of TurnKey's next-generation scriptless testing solutions and the value these products bring within a larger QA and application development strategy.

Streamlining your IT management with the HP Operations bridge v10 – What's inside, who's gained value, how will it work for you?



Do you need to improve your operational efficiency by 75%? Would you like to remove over \$1M / year from your operations costs? Do you need to provide strong visibility to your key stakeholders in an easy and fresh way? According to recent research, 87% of IT executives still seek the means to streamline their operations. They face too many tools, brittle integrations and fast-moving business demands that strain the operations systems and teams. There is a better way, and many have already exploited the core features of the HP Operations Bridge (HP OpsBridge) solutions. But what is it, what's inside and how can it save you time, money and streamline operations?

Join our HP OpsBridge experts Carol Park, Ian Bromehead, Ken Herold and John Falk for this deep-dive session as they show you how to:

- Exploit HTML 5 single pane of glass
- Use over 100+ integrations to merge the data from your existing IT operations tools
- Exploit simple modeling that dynamically represents your IT configuration
- Exploit event management and correlation techniques to accelerate root cause
- Exploit several of the 5,000 runbooks to automate remediation and IT processes
- Include analytics for fast qualification of current status and accelerate root cause analysis
- How to plan your own journey from domain to operations bridge-based IT operations management
- Discuss which customers have started their journey to HP OpsBridge adoption and how they have benefited

***Note:** This session is limited to 25 participants as it offers both an interactive panel discussion and collaborative session to ensure that all who want may participate in the conversation, and everyone has at least one key learning they can implement.

Class focus: Delivering compelling results to your customers and business with proven capabilities in IT, now.

The course is suitable for: People who want to better define modern IT operations, manage cloud and Big Data configurations. Who also have modern composite applications at efficient agile scaling and dynamic responsiveness to software delivery release cycles? And, who seek to make a difference in their organizations to impact the customer and business by delivering impactful results now.

Course level: On a scale of 1 to 5 with 1 being beginner and 5 being expert, this is a 2-4. It is more of a business and best-practices discussion with guidance from speakers, and less of a deep, hands-on technical lab or code-level discussion.

- It starts with an overview to level-set and ensure a common understanding of HP OpsBridge.
- It goes into more detail with a panel discussion and customer use cases.
- Attendee discussions will be encouraged along the way, so be prepared to share ideas and experiences you have had: what worked well and didn't.

We look forward to having you collaborate with us.

About the instructor:

Ian Bromehead, BSM Product Marketing Manager, HP Software

Ian was born in Yorkshire, England, and studied in UK universities, gaining a degree in Control Engineering. A 29-year HP veteran, Ian has worked in software development and international sales. After 15 years as a successful field sales consultant within HP, Ian managed a competency centre and has managed worldwide consulting services development. Over the last 11 years, Ian has taken responsibility for spawning new business opportunities in sales, marketing and partner teams.

Today, Ian manages business development and product marketing programs for the BSM line of solutions. He lives in Chambéry, France and enjoys old cars, mountain hiking, golf and classical music.

Collaborative and strategic integration of HP ALM, HP UFT and HP Mobile Center



This Vivit deep-dive course will provide you with the knowledge and skills necessary to successfully integrate HP Application Lifecycle Management (ALM) 12.x, HP Unified Functional Test (UFT) 12.x (UFT) and HP Mobile Center 1.1.

HP ALM and HP UFT are both powerful tools, and when combined in a seamless integration, they can make your project sing. One of the newest members of the ADM family – HP Mobile Center – will allow your team to leverage current ALM test assets for your mobile application testing needs including reports, manual tests and test automation framework.

You'll also learn about additional tools and how they can supplement the power of your mobile application testing processes, strategy and approach.

This course is suitable for: Those who currently are or may be considering the HP ALM suite of solutions, including Application Lifecycle Management, Unified Functional Test and Mobile Center, and wish to gain a better understanding of techniques,

strategies, tips & techniques and best practices to make them work seamlessly for the greatest ROI.

Prerequisites: At least 6 months' experience using HP ALM Quality Center and HP UFT is suggested. Also having a strong understanding of QA standards & best practices will be helpful.

Target Group: QC administrators, test managers, software quality engineers, QA managers, software quality analysts

About the instructor:

Dean Carvin, Director of Professional Services with Checkpoint Technologies, Inc.

Dean Carvin is a Senior Engineer and Director of Professional Services with Checkpoint Technologies, Inc. He has been working in the software quality assurance field for over 15 years. His areas of expertise are test automation strategy, design and implementation and test management focused around the HP suite of tools. He holds certifications in both HP Quality Center and HP QuickTest Professional and is also an HP Certified Instructor.

Dean is regularly involved in the design and presentation of POCs and product demos, consulting, mentoring and training. He has a passion for software quality assurance, particularly around helping companies develop successful, robust test automation solutions. He has trained and consulted/mentored on HP tools at over well over 40 different companies.

Discover the dark side of your Apps before your users

You're proud of the app you developed, but are you aware of its potential dark side that may emerge once thousands of users start accessing it? Join this fun, interactive session to learn how to avoid pitfalls while solving code-related performance issues.

- Hands-on performance testing with HP StormRunner
- Clear picture of user experience via network conditions
- Benefits of testing in the cloud
- Test simple, test smart and scale



Bring your computer so you can do it yourself while we demo!

This course is suitable for: Customers who need to deliver applications with quality and ensure that their apps perform as established in the SLAs.

Target Group: Developers, QA testers, performance engineers, System engineers

About the instructors:

Shlomi Zalma, HP RnD, HP Software

Shlomi is managing the QA for Performance & Virtualization product lines Shlomi has over 16 years of experience in the quality world, agile, performance, automation, QA methodologies and more.

Oded Keret, HP Functional Architecture for Stormrunner, HP Software

Oded is currently performing the role of a Product Owner for the HP StormRunner R&D team. He is a TAU Software Engineering graduate with five years of coding experience, many of them spent in the LoadRunner R&D team. Oded is also the founder of the Board Games in Tel Aviv Meetup group, and Co-Founder of The Party™ team.

Mark Tanael, HP Product Marketing Manager, HP Software

Mark Tanael is currently the Product Marketing Manager for HP StormRunner Load with the HP Software ADM team. He has been working for many years in the Ecommerce space with Marketing and Product Management experience. He has a deep knowledge on how to deliver products with quality and provide the best user experience.

Automation Best Practices

Today's IT executives must provide rapid response to complex, feature-rich business requests, while keeping costs low. The key to managing more with less and increasing customer satisfaction is service-driven enterprise automation.



Join Greenlight Group to discuss:

- HP Cloud Service Automation, HP Operations Orchestration and HP Service Management
- Strategies for integrating into non-HP vendors across multiple disciplines, including DevOps, continuous delivery and IaaS/SaaS/PaaS

This course is suitable for: Practitioners who want to learn about automation best practices and integration.

Prerequisites: Be familiar with basic functionality of CSA and/or OO.

Target Group: Automation engineers, developers, business leaders, technology leaders, educators and all others interested in collaborative learning on this topic.

About the instructor:

Stephanie Mason, Principal Automation Engineer, Greenlight Group

Stephanie is Principal Automation Engineer with extensive experience designing, tailoring, testing, implementing and supporting Operations Orchestration (OO) and Cloud Service Automation (CSA). She is responsible for assisting customers to

automate not just traditional IT infrastructure builds, but also business processes to allow IT to deliver the services that support their business.