You're invited!

to

BigFix Days – June 9-10, 2020

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What is BigFix Days?

BigFix Days is an opportunity for us to connect with customers and discuss some meaningful BigFix content. We're coming to you LIVE – from our home offices to yours – to share new features, as well as platform configuration and best practices content with you!

When is BigFix Days?

Tuesday, June 9th and Wednesday, June 10th from 1:30 - 5:30 PM ET (10:30 – 2:30 PM PT). There will be different sessions throughout the afternoon. You can join us for as much or as little as you'd like – either way, we'll be glad to have you join, and we promise you'll get something out of your visit!

Why BigFix Days?

It's 2020 – with today's technology, why not? There's no expense to you, no travel to book, no time spent away from home. This is an opportunity to get the BigFix Community together, to collaborate, to share information and ideas, to make new contacts, and to learn something new. And the best part is, we can apply this information immediately, without "waiting until we get home!"

Details. The following information details the topics and subject matter covered during BigFix Days.

- **Welcome Sessions.** BigFix Days will kick off each day with a welcome session, where we will share information with you about the goings-on with HCL and BigFix – *housekeeping*, if you will. But unlike real housekeeping, you'll enjoy this session!
- **Keynote: BigFix 10 and Other New Features.** We will then transition to a keynote presentation, to cover the latest features and benefits of BigFix. The focus of our keynote on Tuesday will be BigFix 10 and new features.
- **Feature Demonstrations.** After the keynote, we will see some of these new features as our Technical Advisors demonstrate BigFix in action, ranging from setup to configuration and use. You'll see how they work and how to configure and use them in your own environment.
- **Platform Discussions.** We will also have some sessions on Installing and configuring BigFix, ranging from sizing a new installation, running the Installation Generator, and installing BigFix, to the initial configuration and use – what happens *After the Gather*.
- **BigFix Best Practices.** Best Practices are always in demand, and we will spend some time looking at the recommendations for accomplishing tasks within BigFix, ranging from processes to configuration settings, so you can get the most out of your BigFix environment.
- **Ask the Experts.** Finally, you'll have a chance to interact with our Technical Advisors to get answers to your BigFix questions. We will have representatives from our services teams as well, and whatever that question might be, we'll get you an answer!

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All Times Eastern	DAY ONE: TUESDAY, June 9, 2020
1:30pm - 2:00pm	*Welcome to BigFix Days*
Welcome to BigFix Days! We'll talk about some things going on with our customers, and a few things going on with BigFix at HCL. We'll hear from some of our folks about support, services and customer experience.	
2:00pm - 3:00pm	*Keynote - BigFix 10*
It's here - BigFix 10! Some customers are already upgrading while others are looking at their upgrade path. Today we'll get a view of some of the new features in BigFix 10, as well as the overall direction of BigFix moving forward	
3:00pm - 3:10pm	*Subscribenet/License Key Center, An orientation*
Have you ever wondered how your BigFix licenses are managed, and where the license certificate comes from, and how the masthead gets to you, with all the right information? We'll take a look inside the License Key Center to see how to manage BigFix licenses	
3:10pm - 3:45pm	*After The Gather*
You've installed Bigfix. You ran the Installation Generator and produced the installer files. You installed the server, the console, the client and the WebUI. Now what? What do I do first, after BigFix has done its initial gather and there's a little bit of content in your console. Our BigFix Technical Advisors will walk you through those things that should be accomplished, after the gather.	
3:45pm - 4:00pm	*Logs and Troubleshooting*
Logs, logs, logs - and we don't mean the kind that come from trees! Have you ever been asked, "Send me the logs." and you knew this was going to be a chore. Where are they? What do they say? What does the information mean? Today we'll take a look at where those logs are, and what information we can get from them. We'll also get a little extra knowledge, like which logs to go to for what problems. This is a session you'll use over and over!	
4:00pm - 4:15pm	*Client Settings*
Client Settings Everyone Should Know. Sounds great, right? Have you ever wondered, why is that setting "60", or why is that setting "off"? We'll look at some of that information, as well as what those key client settings are, and what they control. So next time you want to change the time interval, or understand why a computer is behaving the way it is, you'll know the settings to check, and the values they should contain!	
4:15pm - 4:30pm	*Properties and Analyses*
What exactly is a property, and what does it do? What is an analysis? What's the difference between the two? Today we'll take a look at both, how they work, their benefit, and ways we can use them to our benefit. We'll also learn how to be careful with them, because with power comes responsibility!	
4:30pm - 4:45pm	*WebUI and the SSA*
Did you know you can use BigFix for self-service? No, we're not talking about burgers and fries, we're talking about software applications! Learn how to use the BigFix web user interface to provide software to your end-users on demand - so they can install what they need. More importantly, you can control the software available to install, both licensed and unlicensed, and keep the stuff you don't want out of your environment!	
4:45pm - 5:00pm	*BigFix 10 and AWS*
According to the vendor, *Amazon Web Services (AWS) is the world's most comprehensive and broadly adopted cloud platform.* So chances are, you're already using it or getting ready to. BigFix 10 brings integrated control of endpoints in the cloud, and our BigFix Technical Advisors will show you what it looks like, and how to set it up! This will be done in a live BigFix environment, not in a slide deck with screen shots! When you leave here, you'll know how to do it too!	
5:00pm -	*Day 1 wrap-up*
We'll have a few closing comments about day one, and we may have some answers to questions that have been asked throughout the day, if they were not answered during a particular session.	

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All Times Eastern	DAY TWO: WEDNESDAY, June 10, 2020
1:30pm - 2:00pm	*Day 2 Welcome*
Champion Solutions Group is an HCL Business Partner that sells BigFix and provides implementation services. We'll hear a little about them today, and how they can help you be successful with BigFix in your environment.	
2:00pm - 3:00pm	*Customer Keynote*
The Coronavirus pandemic has affected all of is in one way or another. For many of our customers, BigFix has been a valuable tool in securing the sudden "work from home" environment in which we find ourselves. Today we'll hear from Schlumberger, one of our own customers, who made BigFix work for them in the midst of the pandemic. Schlumberger is a technology innovator who employs over 100,000 people across 120 countries in areas such as agriculture, industry, medicine, science, space, technology, and transportation. They specialize in products and services related to oil and gas exploration and production.	
3:00pm - 3:15pm	*Device View and Property Groups*
Most of your computer groups are probably set up using a geographic location or the type of computer, but there are other ways! In this session, we'll look at ways to use properties to create automatic computer groups for targeting actions, and managing deployments.	
3:15pm - 3:30pm	*Sites, Roles, Operators*
How many different types of sites are there? What exactly is a custom site, and why would I use one? What's the best way to control "who sees what" in my environment? We'll look at all of these things in this session on best practices for using sites, roles and operators.	
3:30pm - 3:45pm	*WebUI and Query*
Have you ever needed information right now? I mean, RIGHT NOW! Maybe you aren't retrieving that information in a property right now, and don't have time to wait for endpoints to check in so you can gather that information. Wouldn't it be great if there was a way to get this real-time information from BigFix? Well, there is! Our BigFix Technical Advisors will show you how to use BigFix Query to get this information right now, and give you some use cases on when this will be beneficial to you.	
3:45pm - 4:00pm	*ServiceNow Integration*
You asked for it, and we delivered! Our BigFix development teams have been hard at work making BigFix better and better every day. The latest innovation has been our integration with ServiceNow, and our development team is here to talk about it, and show you some of the features and functionality!	
4:00pm - 4:15pm	*Patch Policies and Auto-Patch*
What exactly is a Patch Policy, and why do you need it? Our BigFix Technical Advisors will walk you through the setup process so you can create your own patch policies and use them in your environment. We'll also take a look at something called "Auto-Patch" - but it has nothing to do with tires, and it's not designed for you to just "set it and forget it" We'll see how to use these tools to ensure your endpoints get - and remain - compliant!	
4:15pm - 4:30pm	*BigFix 10 and MCM*
Our BigFix Technical Advisors will spend some time going over Modern Client Management using BigFix 10, and how you can use the mobile device management APIs to manage your modern clients, along with your servers and workstations, with the same tool in a unified environment!	
4:30pm - 4:45pm	*Best Practices with Baselines*
What is a Baseline? When should you use Baselines? We'll take a look at some best practices regarding Baselines today as our BigFix Technical Advisors walk us through the creation, configuration and use of this powerful tool	
4:45pm - 5:00pm	*Relay Architecture, Health, Best Practices*
How many Relays are enough? Can you have too many Relays? How do I configure a Relay, and how can I tell if a Relay is doing what it's supposed to do? In this session, our BigFix Technical Advisors will walk you through some architecture discussions, and explain how to care for your Relays so you can get the most out of them!	
5:00pm -	*Day 2 Closing Remarks*
We'll have some closing remarks, including where you can re-watch a session, or catch the one you may have missed. We'll also talk about some upcoming events, and where you can find other important BigFix information.	

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