



---

## **Session by Paul Mooney** "GSX Monitor in the real world"

**Date and Time:** Wednesday February 2<sup>nd</sup> at 11:00 - 11:45 AM

**Location:** GSX Corporate Suite at the Dolphin #6109

Join Paul Mooney as he brings you through some of his favorite features from GSX Monitor, outlining how they have helped him in the real world.

---

### **GSX Corporate Suite: Suite 6109 in the Dolphin Hotel**

Join us for general GSX demos or set-up a private one-on-one meeting in our Corporate Suite at the Dolphin. Here is the schedule of demos that will be hosted at the Suite:

#### **Monday**

11:00 AM – 12:00 PM	GSX Monitor
1:30 PM – 2:30 PM	GSX Analyzer - understand service level reporting
3:30 PM - 4:30 PM	GSX for Lotus Live

#### **Tuesday**

9:00AM – 10:00 AM	GSX ID Manager
11:00 AM – 12:00 PM	GSX Monitor
1:30 PM – 2:30 PM	GSX Monitor – review of new features for current users
3:30 PM - 4:30 PM	GSX Monitor

#### **Wednesday**

11:00 AM – 11:45 AM	Paul Mooney	"GSX Monitor in the real world"
---------------------	-------------	---------------------------------

**These demos sessions are free and open to the public but sitting is limited so please register for them in advance to ensure availability by emailing us your contact information at [feedback@gsx.net](mailto:feedback@gsx.net)**

**\*\*PLEASE NOTE: If you need to meet with GSX privately our management and technical team members are available to you. Let us know so that we can schedule time with you.**



Join **Eileen Fitzgerald**, VP of Product Management and Customer Delivery

**for our official Lotusphere sessions.**

---

**Track:** Jump Starts & Master Class Sessions (Session ID: JMP305)

**Date & Time:** January 30 10:30 AM – 12:30 PM

**Location:** SW Pellican

**Session Title:** Projects vs. Operations - The Smackdown

**Session Abstract:** What is Project work and what is Operational work? How and why are they different and why they may end up in Conflict? Tag team while we grapple with how best to ensure that Project and Operations peacefully co-exist to meet business requirements -- without having to constantly invoke a referee!

This session shows how projects can be successfully implemented and seamlessly transitioned into operations. Project and operational managers do not need to be in conflict. We'll take a deep dive into the differences between the processes and priorities of these two groups. With examples from real life global collaboration projects, we'll review the key differences between project and operational requirements, what processes are critical to their success, key points when transitioning projects into operations and why it is important to differentiate between what constitutes project work and what constitutes operational work. Just for the heck of it we'll also cover some of the key Service Delivery points to consider, Best Practice Project, Operational and some ITIL Topics.

---

**Track:** Track Four Best Practices (Session ID: BP112)

**Date & Time:** February 1<sup>st</sup> 3:30 PM – 4:30 PM

**Location:** DL S. Hemisphere II

**Session Title:** 10 Tips to Make You an Admin Star

**Session Abstract:** Learn 10 tips that will reduce your workload, improve the quality of your work and amaze management with your skills and productivity. From years of experience of being, managing and working with global customers, we'll identify tasks that can and should be automated -- but never are. We'll discuss how to improve working relations with developers, removing upgrade issues, trouble shooting (incident and problem management), tips to reduce resolution time for incidents - and more!