

7:30					Breakfast				
8:30	Welcome & Keynote								
	This introductory session will set the stage for the IR Summit and provide insight into IR's core strategy and how it is centered around providing value to you and your company.								
9:00	Next Gen Insights - NEW								
	This showcase will give you a front row view of the latest innovation solutions coming out from IR.								
9:30					Room Clear Break				
9:40	UCC Trends from Special Guest, Bill Haskins, Senior Analyst from Wainhouse Research - NEW			Troubleshooting Prognosis for P&I					
	Hear the latest research and unified communications trends analysis from Bill Haskins.			Learn how to maintain your P&I Prognosis deployment, tools, how to read your IRFAX content for your own use and prepare for upgrades.					
10:40					Break				
11:00	IR Solutions Roadmap & Q/A (UC/CC)			IR P&I Roadmap Q&A					
	IR Product Management will present what's new and next and how it will benefit your business.			Description to be confirmed					
12:30					Lunch				
TRACKS	Troubleshooting		Administrating		Innovating		Payments & NonStop		
1:30	Root Cause Troubleshooting for Cisco UC & Video		Lab: Prognosis Essentials (Beginner)		SLA Compliance with Prognosis for SPs - NEW		P&I Customer Use Cases		
	Discover the best ways to utilize Prognosis to identify the root cause of system-impacting issues.		Best practices, and tips and tricks that will quickly have you leveraging Prognosis like a pro.		Description to be confirmed		IR customers share innovative approaches to improving operational maturity.		
3:00					Break				
3:30	Troubleshooting at the SBC Level		Lab: Displays & Dashboards - 101		Customer Session - NEW		Transaction Monitoring with TSV, BI - NEW		
	Understand the ability of SBC roles as more than SIP Gateways.		Love mashups, but want more power over how your data is displayed? Learn how to create simple custom dashboards to meet your business demands.		Description to be confirmed		Learn to utilize the full set of Payments transaction monitoring capabilities available.		
4:30	Using Prognosis for Visibility of Business Impacting Issues						Using Transaction Monitoring to Focus on your Customers		
	Learn how to translate technical information into meaningful business insights. Bring visibility to management and reduce time to repair to a minimum.						Learn how Dynamic Thresholds, Merchant Mapping and Merchant Portal can combine to help you better manage your customer's payments experience.		
5:30					Sessions Wrap				
6:00					Dinner – Columbine				
7:30					Games & Drinks at Breckenridge Brewery				

Day 2 - Wednesday, October 16th

7:30 Breakfast				
8:30	Day 2 Keynote – Security Best Practices - NEW			
	Security Practices as they apply to the development of IR solutions both on-premise and in the cloud			
10:00 Break				
10:30	Root Cause Troubleshooting & Best Practices - Avaya Voice	Lab: Prognosis Alerting for Beginners	Lab: PQL Advanced Developer	Extending Prognosis Use in Your Environment - NEW
	Discover the best ways to utilize Prognosis to identify the root cause of system-impacting issues.	Introductory Prognosis thresholding & general best practices. Learn to configure & optimize vendor-specific thresholds & alerts.	Prognosis Query Language (PQL) is a fundamental prerequisite for advanced users that wish to wield the full power of Prognosis, as well as for developers looking to leverage automation and Live Canvas	Learn about some of the ways Prognosis can be extended to both pull in more P&I data, and to present and distribute it in different ways.
12:00 Lunch				
1:00	Root Cause Troubleshooting – Cisco Contact Center	Lab: Databases 101 - NEW	Lab: Live Canvas – NEW	Bringing Visibility to the Business Unit - NEW
	Identify the root cause of system-impacting issues for Cisco Contact Center Enterprise.			Learn about options available and customer use cases to bring focused information to the business units.
2:00	Top Customer Troubleshooting Use Cases			Next Generation Monitoring for Retailer Payments - NEW
	IR's CSMs will provide insight into the most impactful troubleshooting use cases.	Learn the architectural underpinnings of the internal Prognosis databases, which will enhance your ability to create displays and alerts.	This advanced developer-oriented class shows users how to use PQL to build data-rich Live Canvas displays.	Learn about the next generation solution for bringing real-time visibility and analytics to Retailer Payments.
3:00 Break				
3:30	Onboarding New Customers, Role Based Security & Multi-tenancy Management for SPs - NEW	REST API – Advanced Developer	Lab: Prognosis Alerting Best Practices	Performance Monitoring on NonStop X and Virtual NonStop
	<i>Description to be confirmed</i>	Using basic PQL, consume any Prognosis data via REST API to create powerful integrations or scripts.	Take your Alerting and Thresholding skills to the next level. This session will cover advanced Prognosis thresholding, and a deep dive into alerting best practices.	Learn how NonStop performance monitoring has changed (or not) with the move to x86-based NonStop X platforms.
5:30 Sessions Wrap				
6:00 Cocktails & Summit Awards Banquet				

Day 3 - Thursday, October 17th

7:30 Breakfast				
8:30	Day 3 Keynote – Introduction to Prognosis Analysts - NEW Learn about the next level of Alerting using Analyst scripting and their many advantages over standard Thresholds such as Chronic Event detection as well as the best practices around building them.			
10:00 Break				
10:30	Root Cause Troubleshooting & Best Practices for Microsoft UC Discover the best ways to utilize Prognosis to identify the root cause of system-impacting issues.	Lab: Displays & Dashboards Learn how to create complex custom dashboards to meet your business demands. You'll learn how to create custom combines, use REGEX, use/create Prompts and perform trending and graphing.	Lab: Prognosis Analysts Lab (Beginner) - NEW Optional continuation of analyst content with hands on lab session with a UC focus. <i>Previous scripting/programming experience helpful.</i>	Prognosis WebUI Benefits - NEW Learn how to use Web UI to automate reports, selectively make content available, and enable more users to access Prognosis.
12:00 Lunch				
1:00	Voice Troubleshooting at the Network Layer Discover how Prognosis Path Insight can speed up time to repair by showing the route a bad call takes through the network and explaining in plain English what network problems may be affecting the call.	Managing Large Scale Prognosis Deployments This walkthrough of Prognosis Architecture will focus on the key scaling attributes found in the largest deployments.	Lab: Availability (Admin) Learn to leverage Prognosis Availability to create custom business objects. The goal is to create SLA-style uptime statistics for these objects, merging multiple types of Prognosis data into a single business object.	Lab: Prognosis Analysts Lab (Advanced) - NEW Optional continuation of analyst content with hands on lab session with a P&I focus.
3:00 Event Concludes				

Note: An online test will be available in the IR Summit mobile app and must be passed within 30 days of IR Summit to receive accreditation.