

Date	1/25/06
Attendees	Jeanne, Cooper, Teresa, Doug, Ed Shanahorn, John Dwyer, Honeywell UPS, Dave Humpkey, Steve Chernick, Tom Dahllman, Elliot Seagall – Citigroup, Ed Emery Unisys, Eric Hoffman and Teresa Smith – PNC, Rich McGinty, Kristina Knowles, Tony, Paul Kelsey, Robin Cumming, Dascher?
Companies Represented	Metlife, Unisys, SGRS, Cigna, UPS, PNC, Alltel, Pepsi, Metlife, Citigroup, HealthSouth, Goldman Sachs, Perot Systems
Highlights	-
Action Items	-
RFEs	<p>Teresa Smith has agreed to be point person for everyone to send in their top 4 RFEs by February 1, 2006. Sent in RFE and received no response.</p> <p>Will sit down and discuss with Marimba what the top issues are and illicit response. Would like to see prior to meeting scheduled with Marimba February 6<sup>th</sup>.</p> <p><a href="mailto:Teresa.smith@pnc.com">Teresa.smith@pnc.com</a></p> <p>When send in RFEs please give general pieces refer to and description of RFE. RFE Number, Product, Description and History.</p> <p>Must have, should have</p> <p>Tom from Alltel – some things they think would be really useful and considered needs. Others are quick fixes</p>
Board of Directors	<ul style="list-style-type: none"> <li><input type="checkbox"/> 3 open spots that need to be filled.</li> <li><input type="checkbox"/> How do you get on one of those slots. Send Rich an email would like to be a director – Dave Humpkey AARP</li> <li><input type="checkbox"/> <a href="mailto:rmcginty@metlife.com">rmcginty@metlife.com</a></li> </ul>
Bold Statement	<p>Looking for bold statement from User Community on how they feel in regards to BMC vision over the last year that has assisted them. Important information on areas of how the community feels about support, product and vision.</p> <p>Rich needs that information to see if everyone is in agreement. We have 18 very large companies on this call. Doug on phone. When had user meeting in Jersey at Metlife facilities – there were some things that BMC did for the meeting that shows that they care about the user community.</p> <p>Please send in emails with statements to <a href="mailto:rmcginty@metlife.com">rmcginty@metlife.com</a>. If something wrong tell wrong – don't go into miles and miles of</p>

	<p>paper. If it is support please indicate what level of support that you purchased. Gold, Server, Bronze.</p> <p>How many Marimba customers are also using Remedy? Including the integration with Remedy, Patrol, Control M, etc. What is the direction in these areas to help user group move forward.</p> <p>What are they doing to fit into ITIL compliance?</p> <p>Rich is having a very difficult time with support. Can have one person call and get answers right away. Another wait for a week. Single front that means a lot more.</p>
Website	<p>Please send in feedback on Marimba support website</p> <ul style="list-style-type: none"> <li>- hurdles, RFEs, etc</li> <li>- Ed Shanahorn</li> </ul> <p>Please send in by February 16 – prior to next meeting Shanaho@strsoh.org</p>
BMC Userworld	<p>BMC Userworld – different tiers Management Marimba, Remedy, Patrol components Wants to get feedback from people that use these items and what are important topics at one of these forums</p> <p>Everyone on the call will have info on what should discuss with Marimba. Unclear about first tier of management component. The management tier – how manage the interconnectivity of all these things – manage Remedy or Marimba. For Managers, Supervisors, etc</p> <p>If just using Marimba please send Tom topics on Marimba you would like to see. If have any other of BMC products and integrations with Marimba – put that down too.</p> <p>Date yet? Yes – Aug 30/31 &amp; Sept 1 With tutorials on Aug 28/29.</p> <p>Will kickoff on Tuesday evening Aug 29<sup>th</sup>. The calls for papers/prezos will open on Feb 7, 2006. They will close on February 28<sup>th</sup>. Presenters will have registration fee waived. The fee is \$795 for on time. Late or on site is \$995</p> <p>Will all be receiving another email to save the date shortly with more details about the conference itself.</p>

	<p>Doug will send Tom save the date email. Is Tom only person didn't get it? NO. No one got it. Only one Rich got was from Doug. Need to resend to Marimba customers.</p> <p>Can assume that the CMDB, etc ties together will be in one of those tiers. Doug has not heard about tier concept. Silos/Tracks. Marimba, Remedy, and integration across tracks and an Exec BSM track.</p> <p>Send userworld information/suggestions to:  <a href="mailto:Thomas.dahlman@alltel.com">Thomas.dahlman@alltel.com</a>  Please cc: <a href="mailto:Douglas_graff@bmc.com">Douglas_graff@bmc.com</a></p> <p>Put Metlife down for dog-n-pony show  For those that may not think they can throw in a prezo, etc</p>
<p>Consulting Opportunities</p>	<p>Friend from Canada has Remedy. Is trying to figure out how Marimba is going to fit into Remedy. Has graciously offered/asked if anyone that has Remedy</p> <p>Interesting in hearing where they are aligned from Remedy path, what are concerns and interests in integrating to Marimba.</p> <p>Remedy consulting kifinti consulting in Canada.</p>
<p>SP3/4 Experience</p>	<p>John Dwyer – fixes to 4 will be significant. Minimal mode. Have it rolled in production</p> <p>Does that affect Linux? Particularly. Strictly windows shop. Had that problem with SP3</p> <p>Perot Systems – rolled out. Have not had any issues. Have also rolled out SP4 at point. Main issue is with Linux Repeaters</p> <p>Non-issue for Unisys. Did it fix what they were expecting it to? Still a little early. Put into production on Monday. Currently watching it. On TX want to not have Tuner minimized.</p> <p>Endpoints that go away. No one has been able to adequately explain why in VM environment you would want to do that. Had one issue with repeater fixed by reloading the repeater.</p> <p>Service has stopped but usually there is an error in the log before the quit – PNC.</p> <p>Bill from UBS – putting case to move from 6.02 to 6.0.3 with new super patch. The release notes/discussions with BMC. One thing found is that the tuner is there but the schedule values go out of</p>

	<p>whack. Fixed in release notes. In process of moving to 6.0.3. Can give updates or want specifics will be glad to share.</p>
Super Patches	<p>Appears to be 1 per month. Is that ongoing? No only released when/if we have roll up of hotfixes. If significant enough to affect multiple customers will become part of next super patch about every 6 weeks.</p> <p>For example we have a date for super patch 5 but it is currently empty. That is a good thing. For us to make a release we have to back into release and make everything go. If we have a fixed date we have something to work toward with resources planned.</p> <p>We are working on version 7. Version 7 – early Q2.</p>
Roadmap presentation for 7	<p>Doug will work to schedule for next month's Mug meeting. Specifically on 7.0 and rolling roadmap. Will send update to Rich McGinty.</p> <p>SP3 base requirement for moving to 7? Yes. Will follow up as a part of the roadmap session</p>
Director's meeting	<p>When is Director's meeting? Can we move it? Is 1:00 EST better for everyone?</p> <p>Dave H, John, Teresa, etc said yes. Will move meeting to 1:00 EST, Tuesday before monthly meeting. Next meeting will be Feb 21, 2006</p> <p>Next MUG meeting will be Feb 22, 2006.</p>