



November 2010

StrataCom
www.stratacominc.com

Tech Tip

Latest Service Manager White Paper

Visit our website to access white papers authored by our senior Service Manager/ServiceCenter consultants. One of our latest whitepapers is:

Tracking Structured Arrays in Activity Actions, [click here.](#)

To view our consultant blog, [click here.](#)

Pre-recorded online demo of Service Manager 9.2

HP Service Manager 9.2 has been released! If you'd like to learn more about which features and functionality have been added and improved, please contact our sales team for more information. If you are interested in a free demonstration, [click here!](#)

To view additional information on Hewlett Packard's Service Manager solution, visit the official website, [here.](#)

StrataCom's Upgrade Services to Service Manager 9.2

StrataCom is perfectly positioned to upgrade ServiceCenter and Service Desk clients to Service Manager. Having completed several upgrades in 2009 and 2010, we have learned the gaps and can put together an accurate quote to successfully upgrade your environment.

Pre-Recorded online demo of 'Managing CI Attributes Through Change Management'

If you'd like to learn more about managing CI attributes through change management, please take the time to view our free pre-recorded demo!

For the free demonstration, [click here.](#)

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StrataCom to Attend the Pink Elephant 2011 Conference

The 15th Annual International Pink Elephant Conference will be held at the Bellagio hotel in Las Vegas, NV, on February 20—23, 2011. This will be StrataCom's first time attending the Pink Conference!

From the Pink Elephant's Website:

Overview and Highlights

Attend the industry's #1 event—an extraordinary education experience—offering a wide range of thought leadership subjects not found anywhere else!

Program Details

15 tracks, 160+ sessions covering ITIL, ITSM, COBIT, Six Sigma, Lean Management, PRINCE2, PMI, ISO, Project Management, Strategic Management, business school tutorials, and more!

To learn more about StrataCom's attendance, please contact Rebecca Daigle at 701-232-5697x24 or rdaille@stratacominc.com.

Visit the official Pink Elephant 2011 Conference website, [click here](#).

ITSM Blog: HP IT Service Management

HP is hosting their very own ITSM forum titled, "ITSM Blog—HP IT Service Management", please do take a minute to check it out if you have not done so already!

To access the site, [click here](#).

HP Software Web Events: Tech Talk

HP has made it notably more convenient to get a better technical understanding of HP Software products. You now are able to access a variety of presentations and product demonstrations whenever you have the time.

If you are not aware of this, please check it out. Go to www.hp.com/go/techdemos Note the drop down for different dates.

Get a technical understanding of HP Software Products:

- See presentation, product demonstration and engage in Q&A
- Presented by one of our HP Software Solution Architects
- Sessions are 60 minutes and reoccur live weekly
- All sessions start at 10:00am PT/ 1:00pm ET

About StrataCom

StrataCom began in 1997 by three enthusiastic consultants, Eric Krueger, Steve Jones, and Bill Rentfrow. After several years of consulting in the corporate world, they knew without a doubt that they had gathered enough exposure and experience to begin a company that knew how to do things not only right, but GREAT.

Thirteen years later, our team pride ourselves on the fact that our clients can count on StrataCom to recognize the individuality of their business processes. We work diligently to maximize the return on your Service Management investments.

If you are considering any of the following initiatives related to Service Manager, ServiceCenter or AssetCenter, we would be thrilled if you would consider us!

- Implementation
- Customization
- Data Migration
- Integration
- Upgrade
- Business Process Consulting

Contact Us About:

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[Website](#)

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Corporate Office:

1316 23rd Street South
Fargo, ND 58103
Phone: 877-880-5697

Satellite Offices:

Santa Fe, NM

Cape Coral, FL
Duluth, MN

www.stratacominc.com

Business Development Team

Laura Walker

Director, Business Development

701-232-5697 x27

lwalker@stratacominc.com

Rebecca Daigle

Business Development Manager

701-232-5697 x24

rdaigle@stratacominc.com

