



KINETIC CALENDAR

QYSA* When Selecting an Online Calendar Tool

**Questions You Should Ask*

Q: Is it built on BMC® Remedy®?

A: A calendar tool should do more than just let you schedule meetings and reserve conference rooms. Kinetic Calendar goes beyond these common functions to let you view any time- or event-based data from BMC Remedy in an intuitive online calendar interface. You can display events from any BMC Remedy form—or from virtually any third-party application connected to BMC Remedy—in calendar format, display additional information about an event from a separate BMC Remedy form, and even show events from multiple BMC Remedy forms on the same calendar.

Q: Does it take advantage of BMC Remedy workflow capabilities?

A: Since it's built on BMC Remedy, Kinetic Calendar lets you create “active” calendars; calendar events can automatically trigger a variety of workflow events, such as quality assurance follow-ups. Kinetic Calendar uses the BMC Remedy email system, enabling automatic notifications based on calendar events.

Q: Does the tool give me control over who can view each calendar?

A: To ensure that everyone in your organization has access to the event information that they need to know, a calendar tool should provide flexible access control. Kinetic Calendar lets you make calendars public (viewable by everyone), private or group-based.

Q: Can I control permission to create and modify calendar events?

A: A calendar tool should enable you to specify different levels of access on a per-user basis. With Kinetic Calendar, you can give individuals view-only access or rights to add and change calendar events.

What's more, since Kinetic Calendar lets you assign access rights based on BMC Remedy login, there's no need to create and maintain a separate user management system.

KINETIC DATA

235 EAST SIXTH STREET, SUITE 400B
ST. PAUL, MN 55101
WWW.KINETICDATA.COM



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Q: Does it have a flexible web interface?

A: Users should have easy online access to calendars, as well as the ability to easily change calendar views. With Kinetic Calendar, all public calendars are conveniently listed and accessible from a single web page. Authorized users can display all calendars on which they have an assigned role from a single “My Calendars” view. Daily, weekly and monthly views can be toggled with a single mouse click.

Color coding lets users easily match events to their respective calendars.

Q: Do I have to log in to BMC Remedy to use the tool?

A: A calendar tool should be secure, yet easy for anyone in your organization to use. With Kinetic Calendar, any user can view public calendars from the web interface, with no login required-this makes

your functional area more transparent to everyone affected by your services and events. For security, a login is required to modify or add calendar events, but authorized users can make these changes right from Kinetic Calendar’s web interface. There is no need to use the Remedy User Tool, and no BMC Remedy administration skills are required.

Q: Will I need to change my BMC Remedy environment?

A: A calendar tool should be easy to implement in your existing environment. Kinetic Calendar runs on BMC Remedy version 6.0 and above. It installs as a standalone web application, so it doesn’t need to reside on the same server as BMC Remedy and doesn’t require Mid Tier. And it uses the BMC Remedy published Java API, so it’s easy to integrate with other applications connected to BMC Remedy.