

BMC Remedy AR System 20.x: Administrator



About the Product:

BMC Remedy AR System is a professional development environment that leverages the recommendations of the IT Infrastructure Library (ITIL) and provides a foundation for Business Service Management (BSM) solutions.

Using BMC Remedy AR System, nonprogrammers can build powerful business workflow applications and deploy them simultaneously in web, Microsoft Windows, UNIX, and Linux environments.

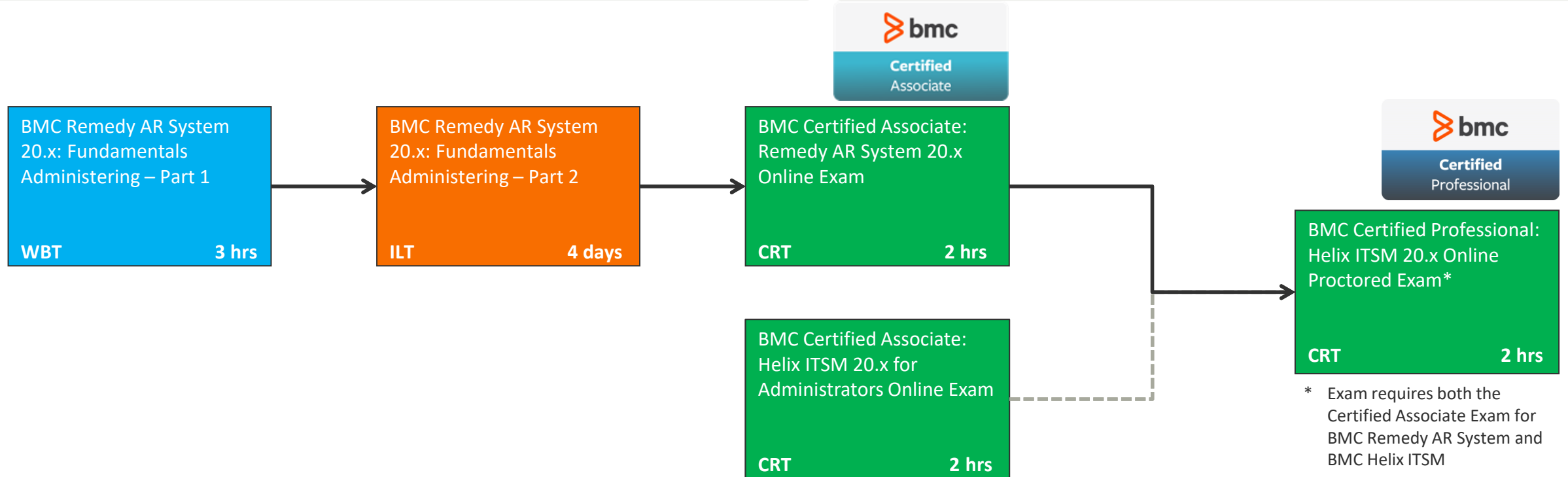
Note: For more information on a course, click the course box below.

About the Training Target Group – Administrator Responsibilities:

- Installing BMC Remedy AR System software
- Defining their organization's work processes and business rules
- Determining how to allocate server and database resources
- Managing BMC Remedy AR System access control by assigning permissions for BMC Remedy AR System applications and their components
- Maintaining BMC Remedy AR System by adding and deleting users, groups, and roles; backing up BMC Remedy AR System servers; importing data from other systems.

Recommended for: Administrators, Developers

Applicable Versions: 18.x, 19.x, 20.x



* Exam requires both the Certified Associate Exam for BMC Remedy AR System and BMC Helix ITSM

See *BMC Helix ITSM 20.x: Fundamentals Administering – Part 2* for more information about this exam

BMC AR System 20.x: Developer



About the Product:

BMC Remedy AR System is a professional development environment that leverages the recommendations of the IT Infrastructure Library (ITIL) and provides a foundation for Business Service Management (BSM) solutions.

Using BMC Remedy AR System, nonprogrammers can build powerful business workflow applications and deploy them simultaneously in web, Microsoft Windows, UNIX, and Linux environments.

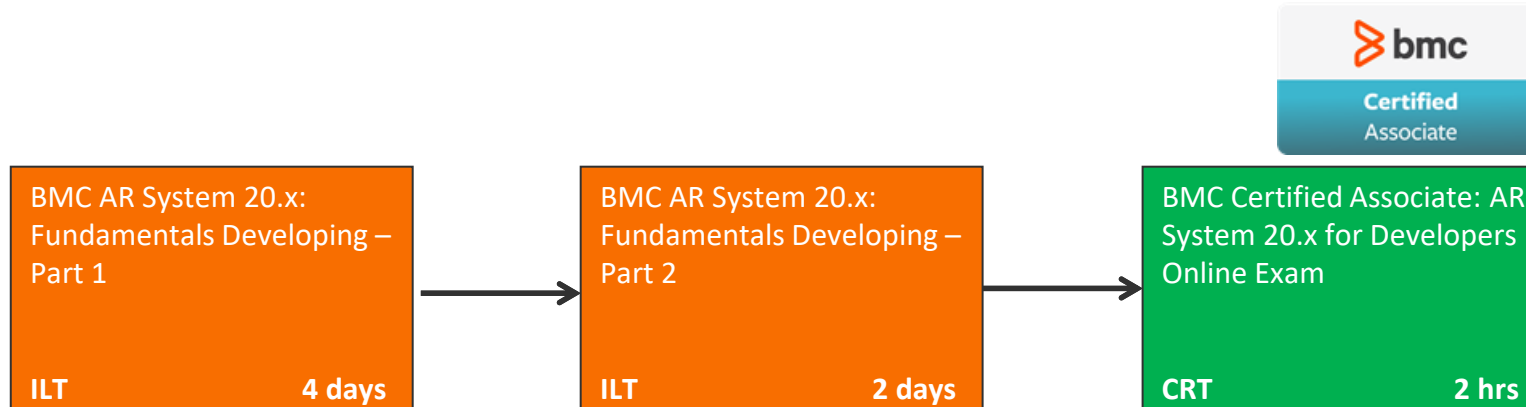
Note: For more information on a course, click the course box below.

About the Training Target Group – Developer Responsibilities:

- Creating a BMC Remedy AR System application that reflects a set of work processes and business rules, or working with a consultant to create an application
- Localizing a BMC Remedy AR System application for use in other languages or countries
- Modifying a BMC Remedy AR System application to reflect changes in the organization's work processes

Recommended for: Developers, Administrators

Applicable Versions: 20.x



BMC Helix ITSM 20.x: Administrator



About the Product:

BMC Helix ITSM provides an introduction to ITSM application administration and introduces the architecture and common configuration elements of the BMC Helix ITSM applications.

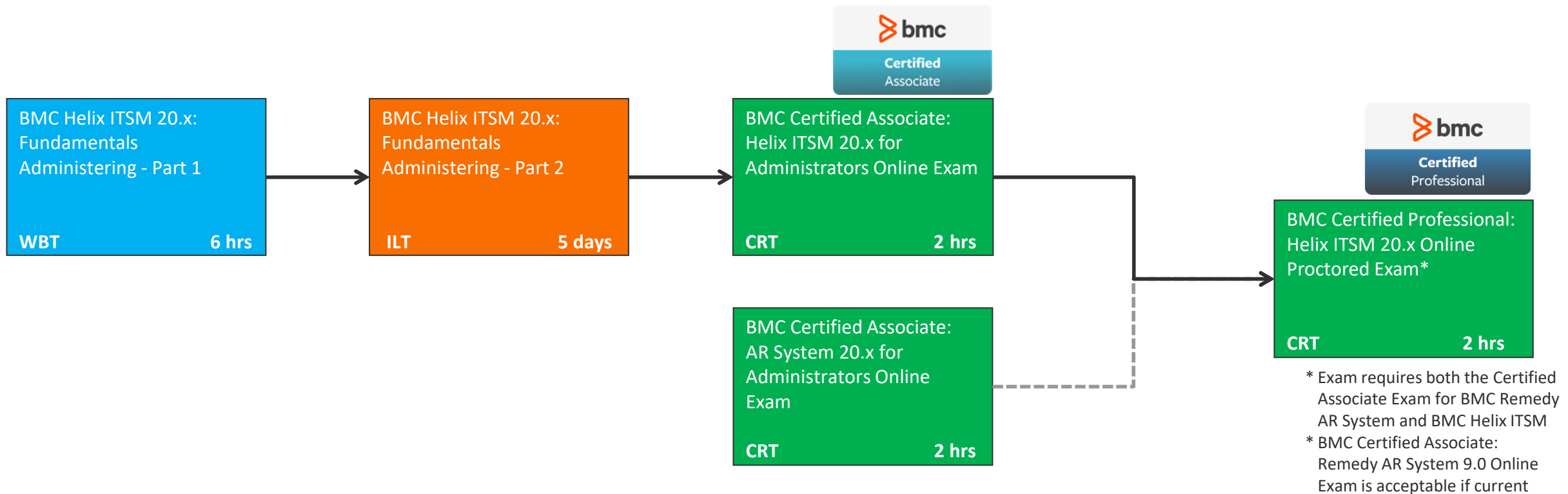
Note: For more information on a course, click the course box below.

About the Training Target Group – Administrator Responsibilities:

- Describe ITSM foundation data and concepts
- Configure Service Desk, Change and Release Management and Asset Management
- Identify the resources needed to install BMC Remedy AR System and BMC Remedy Applications
- Prepare the learner to take courses on ITSM and CMDB

Recommended for: Administrators

Applicable Versions: 20.02 and 20.08



BMC Helix ITSM 20.x: User



About the Product:

BMC Helix ITSM provides an introduction to ITSM application administration and introduces the architecture and common configuration elements of the BMC Helix ITSM applications.

Note: For more information on a course, click the course box below.

About the Training Target Group – User Responsibilities:

- Assess requests for change that originated from Incident Management, Problem Management, Release Management or Continuity Management
- Determine the risk & impact for requested changes and prepare implementation plans by creating tasks
- After an item is ordered has been delivered, verify the condition and inform purchasing
- Provide the interface between the service owner organization and its customers
- Resolve as many of their registered incident requests
- Validate incident request resolutions with their users

Recommended for: Users, Specialists, Incident Analysts, Group Coordinator, Problem Coordinator, Change Coordinators, Change Manager, Release Coordinators, Specialists, Software Asset Manager, Approver, Purchasing Agents, Contract Manager

Applicable Versions: 19.02, 19.08, 20.02

BMC Helix ITSM – Problem Management 20.x: Fundamentals Using

WBT 4 hrs

BMC Helix ITSM – Asset Management 20.x: Fundamentals Using

WBT 7 hrs

BMC Helix ITSM – Change Management 20.x: Fundamentals Using

WBT 7 hrs

BMC Helix ITSM – Incident Management 20.x: Fundamentals Using

WBT 5 hrs

Select the appropriate course for your role

BMC Helix – Smart IT 20.x: Administrator



About the Product:

Smart IT sets a new standard for the modern workplace with an intuitive, social, and mobile Service Desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles. The users will be equipped with the knowledge to easily work with tickets, knowledge articles, assets, and the main features of Smart IT.

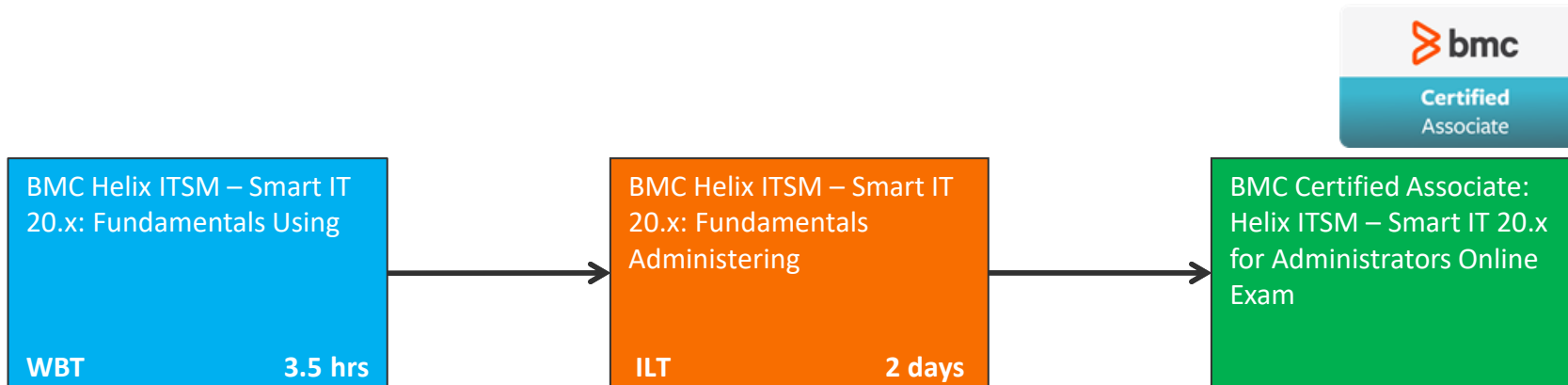
Note: For more information on a course, click the course box below.

About the Training Target Group – Administrator Responsibilities:

- Configure Smart IT or performs other application related administrative functions
- Manage Screen Configuration and Knowledge Template Styles of Smart IT

Recommended for: Administrators

Applicable Versions: 19.02, 19.08, 20.02



BMC Helix – Smart IT 20.x: User



About the Product:

Smart IT sets a new standard for the modern workplace with an intuitive, social, and mobile Service Desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles. The users will be equipped with the knowledge to easily work with tickets, knowledge articles, assets, and the main features of Smart IT.

Note: For more information on a course, click the course box below.

About the Training Target Group – User Responsibilities:

Any Smart IT user who performs one or more of the following jobs in your organization:

- Service Desk Agent, 1st and 2nd Line Support Agent, or Field Support Agent
- Problem Manager, Problem Coordinator, Problem Submitter, or Problem solution implementers
- Knowledge articles creation, management, and administration
- Asset (CI) creation, updates and Asset inventory management

Recommended for: Users

Applicable Versions: 19.02, 19.08, 20.02

Option 1

BMC Helix ITSM – Smart IT 20.x: Fundamentals Using Problem Management

WBT 4 hrs

BMC Helix ITSM – Smart IT 20.x: Fundamentals Using Asset Management

WBT 3 hrs

BMC Helix ITSM – Smart IT 20.x: Fundamentals Using Change Management

WBT 6 hrs

BMC Helix ITSM – Smart IT 20.x: Fundamentals Using Incident Management

WBT 5 hrs

Option 2

BMC Helix ITSM – Smart IT 20.x: Fundamentals Using

WBT 3.5 hrs

Note: This course provides a high-level overview on the concepts and processes associated with Problem, Asset, Change, and Incident Management. For more in-depth information on the concepts and processes see the courses listed in the Option 1 learning path.

BMC Remedy Smart Reporting 20.x: Users



About the Product:

BMC Remedy Smart Reporting is an easy-to-use report writer for non-technical users, delivering drag-and-drop simplicity for formatting and data selection. It is designed to reuse components, such as Source Connections and Views, as much as possible. This model creates a hierarchy of objects within BMC Remedy Smart Reporting.

Note: For more information on a course, click the course box below.

About the Training Target Group – User Responsibilities:

- Service Desk Agent, 1st and 2nd Line Support Agent, or Field Support Agent
- Problem Manager, Problem Coordinator, Problem Submitter, or Problem solution implementers
- Knowledge articles creation, management, and administration
- Asset (CI) creation, updates and Asset inventory management

Recommended for: Users

Applicable Versions: 18.08, 19.02, 19.08, 20.02, 20.08

BMC Remedy Smart
Reporting 20.x:
Fundamentals Using

WBT

2 hrs

Training Completed

BMC Remedy Smart Reporting 20.x: Administrators



About the Product:

BMC Remedy Smart Reporting is an easy-to-use report writer for non-technical users, delivering drag-and-drop simplicity for formatting and data selection. It is designed to reuse components, such as Source Connections and Views, as much as possible. This model creates a hierarchy of objects within BMC Remedy Smart Reporting.

Note: For more information on a course, click the course box below.

About the Training Target Group – User Responsibilities:

- Access Knowledge-Centered Support (KCS) reports, Release Management reports, and KPI reports
- Navigate console elements including the dashboards, Browse page, My Content panel, Left-side navigation pane, and User Profile area
- Create a custom report
- Save, export, format, share, and edit reports
- Create and work with storyboards
- Create and manage Dashboard tabs

Recommended for: Administrators

Applicable Versions: 18.08, 19.02, 19.08

