

BMC Helix – Smart IT 22.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
- Incident Manager, Incident Submitter, or Incident solution implementers
- Change Manager, Change Coordinator, or Change solution implementers
- 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: 22.1

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

WBT

4 hrs

BMC Helix – Smart IT 21.x: User



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Recommended for: Users

Applicable Versions: 21.3

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

WBT

4 hrs

BMC Helix – Smart IT 21.x: Administrator



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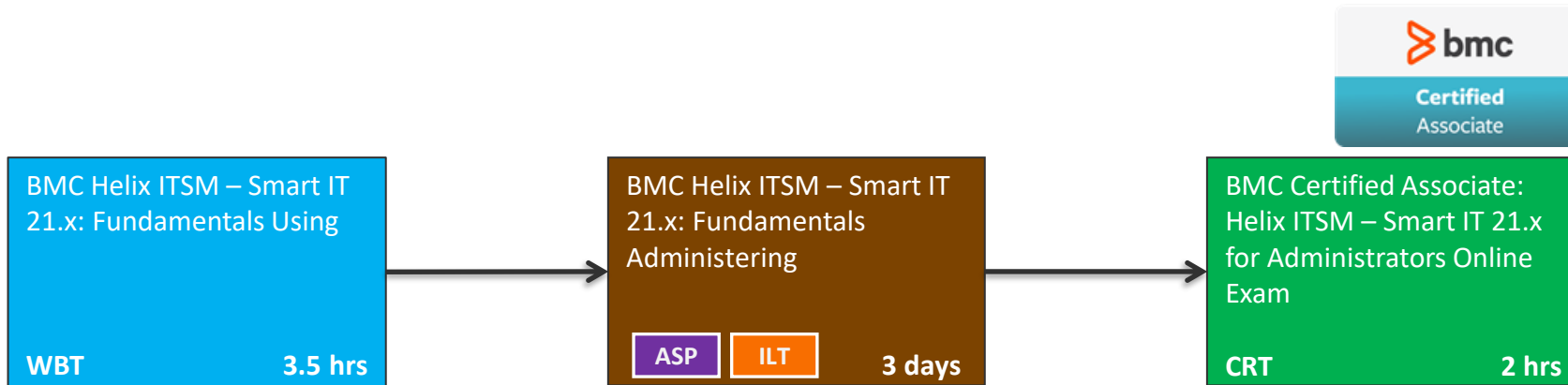
Note: For more information on a course, click the course box below.

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: 21.3



BMC Helix – Smart IT 20.x: User



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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
- Incident Manager, Incident Submitter, or Incident solution implementers
- Change Manager, Change Coordinator, or Change solution implementers
- 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.x, 20.x

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 Helix – Smart IT 20.x: Administrator



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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.x, 20.x

