



Education Learning Path for BMC Service Desk Express Suite 9.x

GET THE MOST OUT OF YOUR BMC SOLUTIONS

Let BMC Educational Services teach your IT staff how to align people, processes, and technology, so you can deliver high-quality IT services that meet business needs.

You have just purchased BMC Service Desk Express Suite 9.x. Now, you need training for you and your staff. BMC Educational Services offers the following courses for BMC Service Desk Express Suite 9.x.

<p>APPLICATION ADMINISTRATOR</p> <p>Maintains and configures the BMC Service Desk Express server, including performance, security, and maintenance responsibilities. Modifies existing workflow or builds additional workflow on a limited basis.</p>	<p>REQUIRED COURSES</p> <ul style="list-style-type: none"> > BMC Service Desk Express 9.x: Administering – Part 1 > BMC Service Desk Express 9.x: Administering – Part 2 > BMC Service Desk Express 9.x: Administering – Part 3 <p>RECOMMENDED COURSES</p> <ul style="list-style-type: none"> > BMC Service Desk Express 9.x: Using Crystal Reports > BMC Service Desk Express Integration Engine 9.1: Administering
<p>DEVELOPER</p> <p>Designs, tests, deploys, and troubleshoots BMC Service Desk Express applications, determined by the assessed needs of the business.</p>	<p>REQUIRED COURSES</p> <ul style="list-style-type: none"> > BMC Service Desk Express 9.x: Administering – Part 1 > BMC Service Desk Express 9.x: Administering – Part 2 > BMC Service Desk Express 9.x: Administering – Part 3 > BMC Service Desk Express 9.x: Using Crystal Reports > BMC Service Desk Express 9.x: Advanced Crystal Reports <p>RECOMMENDED COURSES</p> <ul style="list-style-type: none"> > BMC Service Desk 9.x: Implementing Asset and Change Management > BMC Service Desk Express Integration Engine 9.1: Administering
<p>MANAGER</p> <p>Oversees the usage and implementation of BMC Service Desk Express applications, as well as those that use the solution. May be a functional manager, line-of-business manager, or supervisor.</p>	<p>REQUIRED COURSES</p> <ul style="list-style-type: none"> > BMC Service Desk Express 9.x: Using > BMC Service Desk Express 9.x: Using Crystal Reports <p>RECOMMENDED COURSES</p> <ul style="list-style-type: none"> > BMC Service Desk Express 9.x: Advanced Crystal Reports
<p>USER</p> <p>Uses the BMC Service Desk Express Suite application to perform his or her job. This role requires an understanding of how to use the application as it was designed, in such a manner that data entered and retrieved is accurate and applicable.</p>	<p>REQUIRED COURSES</p> <ul style="list-style-type: none"> > BMC Service Desk Express 9.x: Using

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ABOUT BMC EDUCATIONAL SERVICES

BMC Educational Services is dedicated to helping you get the most out of your investment in BSM solutions from BMC Software by properly training your people. We teach your IT staff how to align people, processes, and technology so you can deliver high-quality IT services that meet business needs. To ensure your training is successful, BMC Educational Services uses dynamic teaching methods. All education is hands on, with real-life examples of how best to implement the BMC solution portfolio in your particular environment. We use performance-based course materials taught by education consultants who have professional backgrounds as diverse as those your employees bring to the table. Our consultants' experience working at various customer sites enables them to apply real-world expertise and examples to each class.

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.



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