



Education Learning Path for BMC Remedy AR System 7.0

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 Remedy AR System 7.0. Now, you need training for you and your staff. BMC Educational Services offers the following courses for BMC Remedy AR System 7.0.

<p>ADMINISTRATOR</p> <p>Maintains and configures the BMC Remedy AR System 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 Remedy AR System 7.x: Administering – Part 1 (WBT) > BMC Remedy AR System 7.x: Administering – Part 2 > BMC Remedy AR System 7.x: Administering – Part 3 <p>RECOMMENDED COURSES</p> <ul style="list-style-type: none"> > BMC Remedy AR System 7.x: Performance Tuning and Troubleshooting > AR System 5.x: Administering Email Engine (WBT) > Web Services: Introduction (WBT) > Crystal Reports: Integrating Reports with BMC Remedy AR System (WBT)
<p>DEVELOPER</p> <p>Designs, tests, deploys, and troubleshoots BMC Remedy AR System applications, determined by the assessed needs of a business.</p>	<p>REQUIRED COURSES</p> <ul style="list-style-type: none"> > BMC Remedy AR System 7.x: Administering – Part 1 (WBT) > BMC Remedy AR System 7.x: Administering – Part 2 > BMC Remedy AR System 7.x: Administering – Part 3 > BMC Remedy AR System 7.x: Application Requirements Analysis, Design, and Development > BMC Remedy AR System 7.x: Performance Tuning and Troubleshooting <p>RECOMMENDED COURSES</p> <ul style="list-style-type: none"> > Distributed Server Option: Administering (WBT) > AR System 5.x: Administering Email Engine (WBT) > Web Services: Introduction (WBT) > Crystal Reports: Integrating Reports with BMC Remedy AR System (WBT) > BMC Remedy AR System 7.x: API Programming

<p>MANAGER</p> <p>Oversees the usage and implementation of BMC Remedy AR System applications, as well as those that use the solution. This individual may be a functional manager, line-of-business manager, or supervisor.</p>	<p>REQUIRED COURSES</p> <ul style="list-style-type: none"> > BMC Remedy AR System 7.x: Using (WBT) or > BMC Remedy AR System 7.x: Administering – Part 1 (WBT) <p>RECOMMENDED COURSES</p> <ul style="list-style-type: none"> > Crystal Reports: Integrating Reports with BMC Remedy AR System (WBT)
<p>USER</p> <p>Uses the BMC Remedy AR System application to perform their job. This role requires that the person understand 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 Remedy AR System 7.x: Using (WBT)

BMC Consulting Services and BMC Customer Support ensure that you realize the maximum benefits of BSM and operate your BMC solutions optimally. To contact BMC Consulting Services, find your local [BMC office](#) and ask an account manager how we can help make BSM a reality for you. www.bmc.com/Consulting To access the BMC Customer Support Web site, subscribed users may go to www.bmc.com/Support_home.

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.

For more information about BMC Software Educational Services, visit www.bmc.com/education or contact us at any of the following:

North America:

(800) 574-4262 or education@bmc.com

Asia Pacific:

+61 3 9657 4404 or ap_education@bmc.com

EMEA:

00800 26233822
(00800 BMCEDUCATION) or emea_education@bmc.com

To subscribe to the BMC Educational Services newsletter, visit www.bmc.com/subscribe.



To learn more about how BMC can help activate your business, visit www.bmc.com or call (800) 841-2031

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. © 2007 BMC Software, Inc. All rights reserved.

