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BMC Remedy Smart Reporting 18.x: Fundamentals Using

Note: This course was formerly titled, **BMC Remedy Smart Reporting 9.1: Using**

COURSE ABSTRACT

COURSE CODE

» SPPT-SRUS-1805

APPLICABLE VERSIONS

BMC Remedy Smart Reporting 18.08, 18.05, 9.1.04, 9.1.03, 9.1.02

DELIVERY METHOD 🌐

» Web-based Training (WBT)

COURSE DURATION 🌐

» 2 Hours

PREREQUISITES

» None

Course Overview

This course introduces the learners to the key features and functionality of the BMC Remedy Smart Reporting application. This course primarily focuses on describing the basic reporting concepts for BMC Remedy Smart Reporting users. It also provides information related to various Smart Reporting components such as reports, dashboard tabs and storyboards. Additionally, it describes all the important console elements and provides details about various reports available out of the box.

This course is applicable primarily to Report Consumers & Collaborators, Personal Content Writers, Public Content Writers, and Dashboard Consumers.

Target Audience

» BMC Remedy Smart Reporting Users

Learner Objectives

» BMC Remedy Smart Reporting overview and features
» BMC Remedy Smart Reporting Console access
» BMC Remedy Smart Reporting roles and users
» Functional areas and navigation styles
» Out-of-the-box reports and dashboards
» 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
» Collaboration options including comments, annotations, sharing, and broadcasting
» Create and work with storyboards
» Create and manage Dashboard tabs

For more information about BMC Education Services, visit **www.bmc.com/education.**

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COURSE ACTIVITIES

» Demonstrations
» Product Simulations
» Course Assessment

BMC REMEDY SMART REPORTING LEARNING PATH

https://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html

ACCREDITATION AND CERTIFICATION PATHS 🌐

» N/A

DISCOUNT OPTIONS 🌐

» Have multiple students? Contact us to discuss hosting a private class for your organization
» **Contact us for additional information** 🌐

Course Modules

Module 1: Introduction to BMC Remedy Smart Reporting

» Overview of BMC Remedy Smart Reporting
» Chief elements of BMC Remedy Smart Reporting
» BMC Remedy Smart Reporting roles
» Functional areas of the BMC Remedy Smart Reporting Console
» BMC Remedy Smart Reporting Console access from Mid Tier, Smart IT Console, and directly via URL
» Predefined reports and dashboards including Service Dashboard and HRCM reports

Module 2: Navigating the BMC Remedy Smart Reporting Console

» Dashboard
» Browse page
» My Content panel
» Left-side navigation pane
» Timeline
» Sections and tabs of User Profile Area

Module 3: Creating Reports

» Drag-and-drop Report Builder
» Steps to create a custom report
» Report functionality including aggregation, advanced functions, calculations, sections, report filters, and sub query
» Report and chart formatting options

» Save and edit options available for active and draft reports
» Collaboration options for BMC Remedy Smart Reporting
» Sharing reports via email

Module 4: Smart Reporting Storyboards and Dashboards

» Storyboard elements
» Steps to create a storyboard
» Work with storyboards
» Steps to create a dashboard tab
» Dashboard layout and settings
» Dashboard actions
» Enhancements to the Dashboard filters

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