



BMC Helix ITSM: Essential Subscription - Administrators & Consultants

COURSE ABSTRACT

CURRICULUM CODE

» SPPT-ESS-SUBS-ITSM20

DELIVERY METHOD

- » Subscription-based:
 - Web-based Training (WBT)
 - Instructor-led Training (ILT)
 - Assisted Self-paced Training (ASP)
 - Certification (CERT)

Subscription Overview

BMC Helix ITSM is a powerful, industry leading service management platform and fueling your IT transformation with intelligent, people-centric user experiences that helps you work smarter. BMC Helix ITSM streamlines and automates the processes around IT service desk, asset management, and change management operations. It also enables you to link your business services to your IT infrastructure to help you manage the impact of technology changes on business and business changes on technology — in real time and into the future.

Using examples, demonstrations, scenarios and laboratory exercises the content of the online education subscription help you develop skills in BMC Helix ITSM administration, and configuration and details the use of this solution to identify and remediate system vulnerabilities.

Note: This is an annual subscription and is regularly updated and changed, without notice, based on product updates, improvements, and additions. During the duration of the subscription, users will have access to the latest content without incurring additional fees or being subject to additional registrations.

Target Audience

- » Administrators

Learner Objectives

- » Explain the architecture of BMC Remedy ITSM application and list supported platforms
- » View, create, and update product catalog entries, operational catalog, and generic catalog entries
- » Describe ITSM approval processes and the role of administrators in configuring approvals
- » Create and configure companies, organizations, and locations
- » Define and configure categorization, assignments, notifications, templates, prioritization, task management system, row-level access
- » Use the Data Management Job Console, Onboarding Wizard, Unified Data Management and Data Wizard
- » Configure Service Desk, Change and Release Management and Asset Management
- » Identify the ITSM Archiving process
- » Identify the roles associated with Service Level Management
- » Create service targets, business time segments and business entity



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SUBSCRIPTION ACTIVITIES

- » Simulations, Demonstrations

ACCREDITATION AND CERTIFICATION PATHS


- » This subscription includes the full in BMC Helix ITSM Certified Associate Certification Path.

REFERENCE LINKS

Explore the following links to learn more about in BMC Helix IT Service Management learning path and subscription options.

- » [Learning Path](#)
- » [Subscription Home Page](#)
- » [Graphical Learning Path](#)

DISCOUNT AND OTHER OPTIONS

- » Have multiple students? Contact us to discuss volume discounts for multiple individual subscriptions.
- » Need customized and onsite deliveries? Contact us to discuss hosting a private class for your organization.
- » [Contact us for additional information](#) 

Offerings

Course Name	ASP	ILT	WBT	CERT
BMC Helix ITSM 20.x: Fundamentals Administering – Part 1			✓	
BMC Helix ITSM 20.x: Fundamentals Administering – Part 2	✓	✓		
BMC Certified Associate: BMC Helix ITSM 20.x for Administrators Online Exam				✓

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