BMC Helix

BMC Helix ITSM: Essential Subscription – Administrators & Consultants

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Learning **Path >**

Subscription Code: SPPT-ESS-SUBS-ITSM22

Modality	**Target Audience**
• Web-based Training (WBT)	• Administrators
• Instructor-led Training (ILT)	• Consultants
• Assisted Self Paced (ASP)	
• Online Exam	

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, and scenarios, the content of the online education subscription provides an overview of BMC Helix ITSM and details the use of this solution to identify and remediate system vulnerabilities.

Note: This content is part of 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.

Learning Objectives

- Describe BMC Helix IT Service Management applications and the interfaces
- Explain ITSM Tenancy Mode Options and discuss the Access Control concepts
- Describe the spreadsheets used in Data Management,
- Explain the process of loading ITSM foundation data
- Discuss the troubleshooting methods for data load errors
- Explain the audit and archiving process
- Define and configure categorization, assignments, notifications, templates, task management system, row-level access
- Configure Incident management, Problem management, Change and Release Management and Asset Management
- Configure Task Templates and Task Group Templates
- Configure Incident and Problem Rules, Change and Release Rules, and Activity rules
- Describe Change and Release approvals and approval phases
- Describe Service Level Management and define Service Targets with Business Entities
- Manage Notifications and customize Notification Events

Virtual Lab

- Contact the Training Coordinator for BMC Training in your organization or **education@bmc.com** for assistance

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

Offerings

Course Name	Description/Abstract	Duration (Minutes/Hours /Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
BMC Helix ITSM 22.x: Fundamentals Administering - Part 1 (WBT)	With the BMC Helix ITSM suite of applications, you can create, configure, customize, deliver, and manage the IT Service Management requests and functions of your organization. BMC Helix ITSM streamlines and automates the processes around the IT Service Desk, Asset Management, and Change Management operations. This online course provides ITSM administrators with the concepts and skills needed to incorporate best practices when administering BMC Helix ITSM applications.	04:00 Hours	WBT
BMC Helix ITSM 22.x: Fundamentals Administering Data	This course is focused on learning how to manage Foundation data and access control. Students will learn how to load Foundation data in their environment using various tools. Additionally, they will learn to archive the data that helps in the routine administration and maintenance of the ITSM applications.	16:00 Hours	ILT
BMC Helix ITSM 22.x: Fundamentals Administering Data (ASP)	This course is focused on learning how to manage Foundation data and access control. Students will learn how to load Foundation data in their environment using various tools. Additionally, they will learn to archive the data that helps in the routine administration and maintenance of the ITSM applications. This course offers closed captioning in five additional languages: French, Spanish, Deutsch, Portuguese and Italian. The multi-lingual closed captioning is generated using artificial intelligence (AI) and machine translation so that more customers can benefit from our courses.	16:00 Hours	ASP
BMC Helix ITSM 22.x: Fundamentals Administering Applications	This course is focused on learning how to administer applications with the configurations for Incident Management, Problem Management, Change Management, Release Management, Asset Management, and Task Management. Students will learn how to create tickets, define templates, configure rules, configure approvals, customize process flows,	24:00 Hours	ILT

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	create service targets, and manage notifications.		
BMC Helix ITSM 22.x: Fundamentals Administering Applications (ASP)	This course is focused on learning how to administer applications with the configurations for Incident Management, Problem Management, Change Management, Release Management, Asset Management, and Task Management. Students will learn how to create tickets, define templates, configure rules, configure approvals, customize process flows, create service targets, and manage notifications. This course offers closed captioning in four additional languages: French, Spanish, Deutsch and Portuguese. The multi-lingual closed captioning is generated using artificial intelligence (AI) and machine translation so that more customers could benefit from our courses.	24:00 Hours	ASP
BMC Certified Associate: Helix ITSM 22.x for Administrators Online Exam	The BMC Certified Associate: Helix ITSM 22.x for Administrators Online Exam will validate the technical competencies needed to successfully administer, configure and operate out-of-the-box (OOTB) baseline functionality for ITSM.	02:00 Hours	Exam-CERT