



# TrueSight Orchestration 8.x: Advanced Integrating (ASP)

## COURSE ABSTRACT

### COURSE CODE

- » CLDS-TOAI-0820-ASP

### APPLICABLE VERSIONS

- » TrueSight Orchestration 8.2

### DELIVERY METHOD

- » Assisted Self-paced (ASP)
  - Student and lab guide as eBook
  - Product community for questions and answers
  - Course recording via WBT
  - Access to instructor for up to 1.5 hours by appointment (use within 90 days of registration)

### VIRTUAL LAB ACCESS

- » 18 hours of virtual lab access time available from date of registration on course for 90 calendar days.
- » Click [here](#) for additional ASP virtual lab access information in graphical format

### COURSE DURATION

- » 3 Days

### PREREQUISITES

- » *BMC TrueSight Orchestration 8.x: Fundamentals - Architecture and Components (WBT)*
- » *TrueSight Orchestration 8.x: Fundamentals Developing*

## Course Overview

IT process automation can significantly lower the cost of IT delivery and reduce the risk associated with manual interactions. TrueSight Orchestrator automates common, repeatable tasks to improve quality of service across the board.

This course guides learners as they discover and cultivate the skills necessary to integrate TrueSight Orchestration with BMC Remedy AR. Learners will explore Remedy incident and change management processes, and use TrueSight Orchestration modules and workflows to automate these processes. Materials are provided that can be referenced during and after the class.

## Target Audience

- » Developers
- » Consultants

## Learner Objectives

- » Describe integration and the benefits of integrating discrete products
- » Identify types of integration and mechanism involved in integrating products
- » Describe the various components of BMC Remedy AR System
- » Configure, Enable and Activate the Remedy Actor and Monitor adapter
- » Create a New Form in Remedy Developer Studio
- » Perform Create, Find, Update and Delete operations on Remedy AR System
- » Identify how and when to use the Integration Mapping Activity
- » Explain how to use the TSO Incident Management Module to automate the incident management process
- » Describe the Change Management process and the Change Management cycle
- » Setup Validation Workflows for Work Order
- » Illustrate TrueSight Orchestration automation scenario and use case



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### COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises
- » Product Demonstrations

### BMC ATRIUM ORCHESTRATOR LEARNING PATH

- » <https://www.bmc.com/education/courses/atrium-orchestrator-training.html>

### ACCREDITATION AND CERTIFICATION PATHS

- » TrueSight Orchestration 8.x: Certified Professional (COMING SOON)

### 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: Integration Strategy — Philosophy and Overview

- » Describe integration and the benefits of integrating discrete products
- » Identify types of integration and mechanism involved in integrating products
- » Recall integration scenarios and use cases

### Module 2: BMC Remedy AR System Overview

- » Access BMC Remedy AR System Components
- » Describe the various components of BMC Remedy AR System
- » Use Remedy AR System Application

### Module 3: Configuring And Activating Remedy Adapter

- » Configure, Enable and Activate the Remedy Actor adapter
- » Configure, Enable and Activate the Remedy Monitor adapter

### Module 4: Remedy AR System Actor Adapter Operations

- » Create a New Form in Remedy Developer Studio
- » Perform Create, Find, Update and Delete operations on Remedy AR System using the TSO Actor Adapter
- » Query Server Info process to retrieve information about the AR System server

### Module 5: Integration Mapping Activity

- » Use Integration Mapping Activity to create an Incident

### Module 6: Incident Management

- » Define the Incident Management user scenarios
- » Describe the steps to create an incident in Remedy
- » Explain how to use the TSO Incident Management Module to automate the incident management process

### Module 7: Change Management

- » Describe the Change Management process
- » Describe the Change Management cycle
- » Differentiate between the types of changes
- » Create Change Request using TSO workflows

### Module 8: Work Order Management

- » Identify the need to Set the Work Order (WO) Version Flag
- » Describe the Work Order Management Module
- » Create WO
- » Search for WO
- » Relate Change Request and Incident to WO

### Module 9: End To End Use Case

- » Illustrate TrueSight Orchestration automation scenario and use case

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