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TrueSight Orchestration 20.x: Advanced Integrating

COURSE ABSTRACT

COURSE CODE

» CLDS-TOAI-2002

APPLICABLE VERSIONS

» TrueSight Orchestration 20.02

DELIVERY METHOD ⊕

   – Instructor-led Training (ILT)

COURSE DURATION ⊕

» 3 Days

PREREQUISITES

» *TrueSight Orchestration 20.x: Fundamentals - Architecture and Components (WBT)*
» *TrueSight Orchestration 20.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 instructor-led, hands-on course guides learner 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

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

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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 20.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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