BMC Helix ITSM: Explore Subscription

ABSTRACT

BMC Education ➤

Course Code: ITSM-EXP-SUBS

Delivery Method
- Videos
- Online Exam

Target Audience
- Operators
- Schedulers
- Administrators
- Consultants
- Developers

Subscription Overview

BMC Helix IT Service Management is a powerful service management platform that improves IT service delivery. The intuitive user experience is built around roles, to help you be more productive with less effort.

Using examples, demonstrations, and scenarios the content of the online education subscription provides an overview of BMC Helix ITSM features.
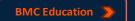
Note: This content is part of an annual subscription and is regularly updated and changed, without notice, based on product updates, improvements, and additions. During the duration of the subscription, users will have access to the latest content without incurring additional fees or being subject to additional registrations.

Learner Objectives

- Get familiar with BMC Helix Progressive Web Apps
- Plan for IT Service Management (ITSM) OnPrem Deployment
- Get familiar with the architecture and sizing for IT Service Management (ITSM) OnPrem Deployment
- Understand the installation process of for IT Service Management (ITSM) OnPrem Deployment
- Get familiar with the Kubernetes architecture
- Get familiar with Helix Applications and Logging
- Understand how to access and view logs
- Get familiar with BMC Helix Dashboards
- Understand how to use advanced functions, variables, and links in BMC Helix Dashboards
- Understand how to create and manage scheduling content in BMC Helix Dashboards
- Understand the difference between Smart Reporting and BMC Helix Dashboards
- Understand the various types of permissions in Dev Studio
- Understand various useful configurations for Remedy with Smart IT

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

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Offerings

Course Name	Duration	Delivery Method (Videos, Exam)
BMC Helix - Progressive Web Apps - Introduction and Adoption Best Practices	18 mins	Video
Planning for IT Service Management (ITSM) OnPrem Deployment	44 mins	Video
BMC Helix Dashboards - Examples Addressing Common Requests	32 mins	Video
Helix Remedy Planning the Best Developer Studio Access Levels for Your Org	26 mins	Video
BMC Helix Dashboards – ITSM Advanced Report Design Best Practices	57 mins	Video
Introduction to Helix Dashboards	28 mins	Video
Ten Most Useful Configurations For Remedy With Smart IT	23 mins	Video
BMC Helix Platform & Helix ITSM Logging Overview	27 mins	Video
Ask The Experts - Helix ITSM, SmartIT & LiveChat	57 mins	Video
BMC Helix Knowledge Management - A new Journey	1 hour 10 mins	Video
BMC Helix ITSM 22.x: Skills Assessment	2 hours	Online Exam
BMC Helix ITSM – Smart IT 21.x: Administering Skills Assessment	2 hours	Online Exam