



# BMC Track-It! 11.x: Administering

## COURSE ABSTRACT

### COURSE CODE

» NUMA-TIA-0111

### PRODUCT RELEASE

» BMC Track-It! 11.x

### DELIVERY METHOD

» Instructor-Led Training (ILT)

### COURSE DURATION

» 3 Days

### TARGET AUDIENCE

» IT Architects and Engineers  
» IT Administrators

### PREREQUISITES

» *BMC Track-It! 11.x: Using*

## Course Overview

This 3-day instructor-led training class is designed specifically for those responsible for installing, configuring, and managing their Track-It! products. Attendees will learn how to apply help desk best practices to configure and manage their BMC Track-It! products through workshop exercises.

**IMPORTANT:** Included in this course is the examination for **BMC Accredited Administrator: BMC Track-It! 11.x**. Taking the exam and pursuing accreditation is optional, however all students enrolled in the *BMC Track-It! 11.x: Administering* course are automatically enrolled in the exam. You will have two attempts to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Accredited Administrator: BMC Track-It! 11.x**. Upon completion, you will return to your organization with increased visibility as a recognized BMC Track-It! expert and with improved capabilities to impact your business.

## Course Objectives

- » Install and Configure Track-It!
- » Administer technician accounts, security policies, and technician queues
- » Examine lookup tables, work orders, and other tables
- » Configure administration, help desk, solutions, and purchasing
- » Examine the Directory Importer
- » Examine workflow automation
- » Examine Change Management
- » Examine Discovery and Audit configuration and execution
- » Examine Software License Management
- » Configure the User Interface
- » Configure Email Notifications

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### COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises
- » Demonstration
- » Product Simulations

### CERTIFICATION PATH

- » This course is part of a BMC Accreditation Path

### 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: Installation

- » Track-It! System Requirements
- » Server Requirements
- » Client Applications
- » Audited Platforms
- » Installation Models
- » Installing Track-It!

### Module 2: Administering Technician Access

- » Creating Technician Accounts
- » Understanding Security Policies
- » Modifying the Default Security Policy
- » Creating Security Policies
- » Assigning Technicians to a Security Policy
- » Creating Technician Queues

### Module 3: Data Setup and Database Concepts

- » Understanding Lookup Tables
- » Categorizing Work Orders
- » Defining Work Order Priorities
- » Remaining Lookup Tables
- » Other Significant Track-It! Tables
- » Backing up Track-It!

### Module 4: Configuring

- » Administration Console Overview
- » Configuring Administration Options
- » Configuring Help Desk Options
- » Configuring Solutions Options
- » Configuring Purchasing Options

### Module 5: Using the Directory Importer

- » Directory Importer Overview
- » Selecting a Directory Service
- » Importing Technicians and Users while Assigning Licenses
- » Understanding the Field Mapping Options
- » Automating the Import Schedule

### Module 6: Setting up Workflow Automation

- » Understanding Event Policies
- » Creating Service Level Agreements
- » Creating Skill Routing Policies
- » Creating Work Order Templates
- » Working with Schedule Work Orders

### Module 7: Change Management

- » Change Management Overview
- » Defining Different Types of Change
- » Classifying Change Requests
- » Understanding Change Management Roles

- » Setting up Change Management Roles
- » Setting up Change Management Policies
- » Configuring Notifications for Change Management Events
- » Customizing Notification Templates for Change Management Events
- » Scheduling Notifications for Change Management Events

### Module 8: Discovery and Audit

- » Managing IT Assets
- » Understanding Asset Discovery
- » Managing Discovered Assets
- » Understanding Audit and Audit Components
- » Using the Administration Console to Configure Audit Options
- » Configuring Audit Execution
- » Scheduling Automatic Auditing
- » File Capture Information
- » Setup Credentials for Windows Installation
- » Merging Audit Results
- » Customizing the Print Output
- » Performing a Distributed Audit
- » Changing the Audited Software Approval Status

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### Module 9: Software License Management

- » Software License Management Overview
- » Process Flow
- » Setting up Lookup Tables
- » Creating Software Titles and Licenses
- » Associating Program Files with a Title
- » Entering License Information
- » Using Licenses to Allow Prohibited Software
- » Associating Software Titles with a Master Item
- » Creating Purchase Orders that include Software Licenses
- » Notifying Technicians when License Conditions Change

### Module 10: Configuring the User Interface

- » Specifying the Default Language
- » Using the Field Options Dialog
- » Marking Notes as Private
- » Configuring the Global Help Desk Toolbar

### Module 11: Configuring Email Notifications

- » Configuring Email Monitor
- » Setting up Email Monitor Policies
- » Configuring Work Order Notification Templates

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