

TRACK-IT! USING

COURSE CODE

NUMA-TIUSE-0111

PRODUCT RELEASE

» BMC Track-It! 11.x: Using

DELIVERY METHOD (§)

» WBT

COURSE DURATION (§)

» 3.5 hours

TARGET AUDIENCE (\$)

- » Help Desk Technicians
- » Administrators

PREREQUISITES

» There are no pre-requisites for this course.

Course Overview

This 3.5 hour self- paced 2 online training provides a hands-on class for Track-It! technicians and administrators focusing on concepts and capabilities found in the Inventory, Help Desk, Purchasing, Training, Library, and Report Modules.

This course is followed by the Track-It! Online Skills Assessment.

Course Objectives

- » Examine general Track-It! functionality including navigation.
- » Examine the Inventory module
- » Examine the Software Licenses module
- » Examine the Purchasing module
- » Examine the Help Desk module
- » Examine the Solutions module
- » Examine Track-It! Web and Mobile Web
- » Examine Self-Service
- » Examine the Change Management Module
- » Examine the Training Module
- » Examine the Library Module
- » Examine Information Analysis and Reporting

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TRACK-IT! USING

COURSE ACTIVITIES

- » Online Presentations
- » Hands-on Lab Exercises

CERTIFICATION PATH (\$)

» This course is not part of a BMC Track-It! Certification Path

DISCOUNT OPTIONS

- Have multiple students?
 Contact us to discuss hosting a private class for your organization
- » Contact us for additional information (§)

Course Modules

1 Navigate Track-It!

- » Understanding the Track-It! Interface
- » Launching Track-It!
- » Screen Navigation Options
- » Exploring the Menu Bar
- » Module Overview
- » Working with the Home Page
- » Customizing the Look and Preferences
- » Viewing Multiple Windows
- » Working with Grids
- » Working with Grid Views
- » Obtaining Help Using Track-It!

2 Inventory Module

- » Inventory Module Overview
- » Understanding Asset Information
- » Maintaining Asset Users
- » Adding Inventory Information Manually
- » Other Inventory Actions

3 SOFTWARE LICENSES MODULE

- » Software Licenses Module Overview
- » Viewing Software Title Information
- » Viewing Software License Information
- » Searching Software Licenses

4 Purchasing Module

- » Viewing Purchase Orders
- » Working with Purchase Orders
- » Receiving Purchase Orders
- » Using the Purchasing Module to Populate Inventory Containers
- » Creating Blanket Purchase Orders

5 HELP DESK MODULE

- » Help Desk Module Overview
- » Viewing Work Orders
- » Creating Work Orders
- » Understanding Workflow Models
- » Viewing Work Order Assignments
- » Other Work Order Actions
- » Completing Work Orders
- » Automatic and Manual Notifications

6 SOLUTIONS MODULE

- » Using the Solutions Database
- » Accessing Solutions via the Solutions Module
- » Accessing Solutions via a Work Order

7 WEB AND MOBILE WEB

- » Understanding Track-It! Web
- » Accessing Track-It! Web
- » Track-It! Web Interface
- » Basic Navigation of Track-It! Web
- » Working with System Grid Views
- » Track-It! Web Help Desk Module
- » Track-It! Web Inventory Module
- » Track-It! Web Solutions Module
- » Track-It! Web Change Management
- » Track-It! Web Purchasing Module
- » Track-It! Web Library Module
- » Track-It! Web Mobile

8 SELF SERVICE

- » Understanding Track-It Self Service
- » Accessing the Web Components

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TRACK-IT! USING

9 CHANGE MANAGEMENT MODULE

- » Change Management Overview
- » Defining Different Types of Change
- » Change Management Roles
- » Managing Requests for Change
- » Manually Creating a Request for Change

10 TRAINING MODULE

- » Training Module Overview
- » Adding Training History to a User's Record

11 LIBRARY MODULE

- » Library Module Overview
- » Adding Items to the Library
- » Tracking Library Items
- » Viewing the Library Item History

12 Information Analysis

- » Information Analysis Overview
- » Reporting
- » Working with the Track-It! Dashboard
- » Managing Dashboard Views

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