

BMC Helix CMDB 22.x: Fundamentals Administering - Part 1 (WBT)

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Course Code: SPPT-ACA1-2210

Modality

Web-based Training (WBT)

Duration

3 Hours

Applicable VersionsBMC Helix CMDB 21.02,
21.05, 21.3 and 22.1**Target Audience**

- Configuration Managers
- Administrators

Course Overview

BMC Helix CMDB (Configuration Management Database) helps you to source, store, monitor, and manage the configuration item (CI) data from multiple sources into a single location allowing you to understand your environment.

In this course, you will be introduced to the fundamentals of using BMC Helix CMDB. You will learn about the Common Data Model as well as the processes for the reconciliation and integration of data in the BMC Helix CMDB. Additionally, you will be introduced to the BMC Helix CMDB Dashboard.

Prerequisites

- None

Recommended Trainings

- None

Learning Objectives

- Describe the BMC Helix CMDB architecture
- Explain the concept of configuration items (CIs)
- Explain consumers of BMC Helix CMDB data
- Describe process to load data into BMC Helix CMDB
- Explain the purpose and use of datasets
- Describe importing data using the Atrium Integrator Job Wizard, Atrium Integrator Spoon and the Data Management console
- Explain the purpose of the Product Catalog
- Describe how the Product Catalog supports multitenancy
- Explain how the Product Catalog helps the CMDB to normalize data
- Describe the role of the Normalization
- Explain Normalization modes and process
- Explain how the Normalization supports multitenancy
- Explain how the Normalization works with the BMC Helix CMDB to reconcile data
- Explain the Common Data Model (CDM)
- Describe the audit feature
- Describe the structure of a reconciliation job
- Explain how Reconciliation Engine works with the BMC Helix CMDB to reconcile data
- Navigate the BMC Atrium Core Console from BMC Helix CMDB Dashboard
- Describe the searching and viewing CIs feature in the CMDB portal
- Find Instances using Saved Queries
- Create CIs and relationships manually
- Create Views
- Explain the concept of federated data
- Describe the federation methods

Course Modules

Module 1: Introducing the Configuration Management Database (CMDB)

- Introduction to BMC CMDB
- The BMC Helix CMDB architecture
- Basics of BMC Helix CMDB
- Key roles and their responsibilities
- Overview of the Common Data Model
- The concept of CIs
- Different consumers of BMC Helix CMDB data

Module 2: Accessing and Navigating the BMC Helix CMDB User Interface (UI)

- Accessing BMC Helix CMDB
- Navigate the BMC Helix CMDB Dashboard
- Searching and viewing CIs feature in the CMDB portal
- Create a graph query
- Filtering CIs
- BMC Helix CMDB Dashboard features
- Create and edit CIs

Module 3: Configuration Management and Common Data Model

- Introduction to Common Data Model (CDM)
- The relationships in the CDM
- The relevant documentation and tools for researching the CDM
- Basics of BMC_BaseElement and BMC_Relationship classes
- Most commonly used classes of BMC_BaseElement Subclasses
- Purpose of BMC_BaseRelationship and its individual subclasses
- Navigate the Class Manager
- Viewing a class and a relationship class
- Creating and Modifying a class
- Auditing overview

Module 4: Importing Data

- Process to load data into BMC Helix CMDB
- Concept of Datasets
- Importing data using the Atrium Integrator
- Importing data using Atrium Integrator Spoon
- Importing data using the Data Management console
- Importing data using cmdbdriver Program

Module 5: Normalizing Data

- Purpose of the Product Catalog
- How the Product Catalog supports multitenancy
- How the Product Catalog helps the BMC Helix CMDB to normalize data
- The role of the Normalization engine
- Normalization modes and process
- Normalization statuses
- How the normalization works with the BMC Helix CMDB to reconcile data
- Creating a normalization job
- Monitoring a normalization job

Module 6: Reconciling Data

- The purpose of reconciling CMDB data
- The structure of a reconciliation job
- BMC tools to reconcile the BMC Helix CMDB data
- How the reconciliation engine works with the BMC Helix CMDB to reconcile data
- Creating a reconciliation job
- Additional reconciliation activities

Module 7: Federating Data

- The concepts and methods of federation
- Identify when to use the launch and retrieve method
- Introduce the Federation Manager

Discount Options

Have multiple students? Contact us to discuss hosting a private class for your organization.

Contact us for additional information 