BMC CMDB 18.x: Fundamentals Administering – Part 2

COURSE ABSTRACT

COURSE CODE
» SPPT-ACAT-1808

APPLICABLE VERSIONS
» BMC CMDB 9.0, 9.1, 9.1.04, 18.05 and 18.08

DELIVERY METHOD 🌐
» Instructor-led Training (ILT)

COURSE DURATION 🌐
» 5 Days

PREREQUISITES
» *BMC CMDB 18.x: Fundamentals Administering – Part 1*

Course Overview

BMC CMDB provides a complete, accurate, and up-to-date view of the people, technologies, and services that make up your business and IT environments. A rich, centralized representation of services helps you plan, deliver, operate, govern, and assign priorities to business services.

The *BMC CMDB 18.x: Fundamentals Administering - Part 2* course teaches students about what makes a Configuration Management Database (CMDB) useful to the business, how to configure the CMDB, and how to perform routine administrative and maintenance tasks.

This five-day course is focused on learning how the CMDB is used by key IT Service Management functions, such as Asset, Incident, and Change Management. Students will learn how to configure their environment to meet the requirements of CMDB consumers in the business. Additionally this course covers the routine administration and maintenance of the CMDB.

After having attended this course, you will be able to maximize the out-of-the-box functionality of BMC CMDB.

IMPORTANT: Included in this course is the examination for **BMC Certified Associate: BMC CMDB 18.x Online Exam**. Taking the exam and pursuing accreditation is optional, however all students enrolled in the *BMC CMDB 18.x: Fundamentals Administering - Part 2* course are automatically enrolled in the exam. You will have one attempt to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Certified Associate: BMC CMDB 18.x**.

Target Audience

» Administrators
» Configuration Managers
» BMC CMDB Administrators

Learner Objectives

» Explain the new CMDB User Interface
» Explain CMDB Consumers' requirements to Configuration Managers
» Learn how to use BMC Atrium Explorer and Impact Simulator
» Understand how IT Service Management (ITSM) consumes CMDB data
» Describe the Common Data Model
» Describe best practices for importing, normalizing, and reconciling data
» Understand federation methods
» Create Service Models

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

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COURSE ACTIVITIES

» Classroom Presentations
» Hands-on Lab Exercises
» Quizzes
» Demonstrations

BMC CMDB 18.X LEARNING PATH

» **http://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html**

ACCREDITATION AND CERTIFICATION PATHS 🌐

» This course is part of the **BMC Certified Associate: BMC CMDB 18.x** 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

Module 1: Introducing the Configuration Management Database (CMDB)
» Introduction to the CMDB

Module 2: CMDB Portal Search
» BMC CMDB Portal
» Creating Filters in the new CMDB User Interface
» Running Out-of-the-box Queries in the new CMDB User Interface
» BMC Atrium Explorer
» Running Out-of-the-box Queries in Mid-Tier User Interface
» Using Query Builder
» Creating Filters in Mid-Tier User Interface
» Creating and Modifying Cis

Module 3: Asset Management Console
» Searching in Smart IT Asset Console
» Creating Cis in Smart IT
» Searching in the Mid-Tier Asset Console
» Using the Data from Search Results
» Managing My Searches
» AST Forms in Search Mode
» Creating and Modifying Cis in the Mid-Tier Asset Console

Module 4: Relating CIs in Incident and Change
» ITSM Introduction
» Incidents in Smart IT
» Change Requests in Smart IT

Module 5: Configuration Management and Common Data Model
» Configuration Management
» Common Data Model
» Class Manager
» Migrating the CMDB Common Data Model (CDM) Definitions from Test to Production

Module 6: Managing Access
» Permissions for BMC Atrium CMDB Data Consumers
» CMDB Permissions at the AR System Level
» Accessing the new CMDB User Interface
» Restricting Access to Data

Module 7: Importing Data
» Dataset Configuration Console
» Importing BMC Discovery Data
» Importing Data Using the Atrium Integrator Wizard
» Importing Data Using Atrium Integrator Spoon
» Importing Data Using the Data Management Console
» Migrating Configuration Job Definitions from Test to Production
» Understanding cmdbdriver

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Module 8: Normalizing Data
» Normalization Jobs in the new CMDB User Interface
» Normalization
» Product Catalog
» Exporting and Importing Normalization Settings
» Troubleshooting Plug-ins

Module 9: Reconciling Data
» Reconciliation
» Identify and Merge Reconciliation
» Custom Reconciliation

Module 10: Federating Data
» Federation

Module 11: Configuring Atrium CMDB Server Settings
» Configuring CMDB Engine
» Centralized Configuration

Module 12: Service Modeling
» Service model
» Impact Relationships
»

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