BMC Helix CMDB 19.x: Fundamentals Administering – Part 2 (ASP)

COURSE ABSTRACT

COURSE CODE
» SPPT-ACAT-1911-ASP

APPLICABLE VERSIONS
» BMC Helix CMDB 9.0, 9.1, 9.1.04, 18.05,18.08, 19.02, 19.08 and 19.11

DELIVERY METHOD 🌐
» Assisted Self-paced (ASP)
  – Student and lab guide as eBook
  – Product community for questions and answers
  – Course recording via WBT
  – Access to instructor for up to 2.5 hours by appointment (use within 90 days of registration)

VIRTUAL LAB ACCESS
» Lab Vouchers are issued at course registration time and must be redeemed within 90 days of receipt. Once Lab Voucher is redeemed, 28 days of lab access are granted with 30 hours of on-demand lab time to be used. Once the lab time is used, or the 28 days expires, the lab access ends.
» Click here for additional ASP virtual lab access information in graphical format.

COURSE DURATION 🌐
» Equal to 5 Days

PREREQUISITES
» *BMC Helix CMDB 19.x: Fundamentals Administering – Part 1 (WBT)*

Course Overview

BMC Helix 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 Helix CMDB 19.x: Fundamentals Administering - Part 2 (ASP)* 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 Helix CMDB.

> **IMPORTANT:** Included in this course is the examination for **BMC Certified Associate: Helix CMDB 19.x Online Exam**. Taking the exam and pursuing accreditation is optional, however all students enrolled in the BMC Helix CMDB 19.02: Fundamentals Administering - Part 2 (ASP) 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 Helix CMDB 19.x**.

Target Audience
» Administrators
» Configuration Managers
» BMC CMDB Administrators

Learner Objectives
» Describe key concepts of BMC CMDB
» »Discover BMC CMDB Dashboard and various search features
» »Use BMC CMDB UI to search, modify, and create CIs
» »Explain how the CMDB supports key IT Service functions, such as Asset,Incident, and Change Management.
» »Explain the BMC CMDB Data Flow
» »Explore the Class Manager and its various features
» »Explain the difference in user permissions for BMC CMDB Data consumers
» »Describe various data importing methods in BMC CMDB
» »Describe Normalization and Product Catalog features of BMC CMDB
» »Describe various Reconciliation methods in BMC CMDB
» »Describe the federation and achieving concepts
» »Configuring Atrium CMDB Server Settings
» »Simulate the impact of changes with the BMC Impact Simulator

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

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COURSE ACTIVITIES

- » Video Coaching
- » Course eBook
- » Virtual Lab
- » Community Access
- » Hands-on Lab Exercises.

BMC <PRODUCT NAME> LEARNING PATH

- » **https://www.bmc.com/education/courses/atrium_cmdb_training.html**

ACCREDITATION AND CERTIFICATION PATHS 🌐

- » This course is part of the BMC Certified Associate: Helix CMDB 19.02 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)
- » Define CMDB
- » BMC CDMB End-to-End Structure
- » Success Criteria for Your CMDB

Module 2: Accessing and Navigating the CMDB UI
- » BMC CMDB Portal
- » Using Quick Search and Advanced Search Features
- » Creating Filters in the New CMDB User Interface
- » Using Query Builder
- » Creating Filters
- » Creating and Modifying CIs
- » Creating and Modifying Relationships

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

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

Module 5: Configuration Management and Common Data Model
- » BMC CMDB 19.x Data Flow
- » Common Data Model 19.11
- » Review CDM, Inheritance, Superclass, and Subclass
- » Class Manager
- » Migrating the CMDB Common Data Model (CDM) Definitions from Test to Production
- » Creating New Classes and Attributes

Module 6: 19.11 CMDB UI
- » Permissions for BMC Atrium CMDB Data Consumers
- » Accessing the New CMDB User Interface

- » Restricting Access to Data
- » Understand Instance-Level and Dataset-Level Permissions

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

Module 8: Normalizing Data
- » Normalization Jobs in the New CMDB User Interface
- » Normalization Engine Features
- » Product Catalog
- » Cleaning Up the Product Catalog

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» Populating the Product Catalog

» Catalog Mapping

Module 9: Reconciling Data

» Purpose of Reconciliation

» Identify and Merge Reconciliation

» Creating a Reconciliation

» Custom Reconciliation

» Performing a Manual Reconciliation

Module 10: Federating Data

» Federation Concept

» Federation Methods

» Use of Launch Method

» Creating Launch Links in the Federation Manager

Module 11: Configuring Atrium CMDB Server Settings

» Configuring CMDB Engine

» Centralized Configuration

Module 12: Service Modeling

» Service Model

» Relate Hardware and Software CIs to Services

» Service Hierarchy

» Distinguish Between Business and Technical Service

» Impact Relationships

» Understand Prerequisites to Integrate TSOM with Atrium CMDB

» Integrating TSOM with Atrium CMDB

» Creating, Publishing, and Promoting Service Model from the Impact Model Designer

» TSOM Publishing Server and its Workflow

Module 13: Archiving CMDB Data

» Importance of Archiving CMDB Data

» CMDB Archiving Process

» Criteria for Archiving

» Executing Archiving

Appendix

» New features of 19.02, 19.08, 19.11, and 20.02

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