BMC HELIX CMDB

BMC Helix CMDB 20.x: Fundamentals Administering - Part 2

bmc helix

Course Code: SPPT-ACAT-2002

Modality	Duration	Applicable Versions	Target Audience
Instructor-Led Training (ILT)	5 Days	BMC Helix CMDB 9.0, 9.1, 9.1.04, 18.05, 18.08, 19.02, 19.08, 19.11, 20.02, 20.02.02 (on-premise) and 20.08 (SaaS)	• Administrators • Configuration Managers • BMC CMDB Administrators

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 20.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 Helix CMDB.

IMPORTANT: Included in this course is the examination for **BMC Certified Associate: Helix CMDB for Administrators 20.x Online Exam**. Taking the exam and pursuing accreditation is optional, however all students enrolled in the BMC Helix CMDB 20.x: Fundamentals Administering - Part 2 course is 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 for Administrators 20.x.**

Prerequisites

• BMC Helix CMDB 20.x: Fundamentals Administering – Part 1

Recommended Trainings

• None

Learning 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 methods and achieving concepts
• Configuring BMC CMDB Server Settings
• Simulate the impact of changes with the BMC Impact Simulator

Course Modules

Module 1: Introduction to Configuration Management Database (CMDB)
- Define CMDB
- BMC CMDB 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
- Using a Graph Search Query feature
- 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 20.x Data Flow
- Common Data Model
- 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
- Enabling audit for classes and attributes

Module 6: Using CMDB User Interface
- Permissions for BMC 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 UI
- Normalization Engine features
- Product Catalog
- Cleaning up the Product Catalog
- Populating the Product Catalog
- Catalog Mapping
- Exporting and importing normalization settings
- Troubleshooting Plug-ins

Module 9: Reconciling Data
- Purpose of reconciliation
- Identify and merge reconciliation
- Creating a reconciliation
- Purge, Copy, Compare, Delete and Execute Reconciliation
- Performing a manual reconciliation

Module 10: Federating Data
- Federation concept
- Federation methods
- Use of Cross-Launch method
- Configuring Cross-Launch Method of Federation
- Use of Retrieve method
- Configuring Retrieve Method of Federation

Module 11: Configuring BMC CMDB Server Settings
- Configuring CMDB Engine
- Centralized Configuration

Module 12: Configuring BMC CMDB Server Settings
- Importance of archiving CMDB data
- CMDB archiving process
- Archiving properties
- Criteria for archiving
- Executing archiving

Module 13: Service Modeling
- Service model
- Dynamic Service Modeling
- Steps to build a query for Dynamic Service Model
- Impact Relationships
- Various functions of Atrium Impact Simulator
- TSOM integration with BMC CMDB

Appendix A: Latest Enhancements
- New features of 20.02.02