HELIX ITSM

BMC Helix CMDB 22.x: Fundamentals Administering - Part 2 (ASP)

bmc helix

Learning Path >

Course Code: SPPT-ACAT-2210-ASP

Modality	Duration	Applicable Versions	Target Audience
Assisted Self-paced (ASP)	Equal to 5 Days	BMC Helix CMDB 22.1.06	• Administrators • Configuration Managers

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 22.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 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 attending this course, you will be able to maximize the use of the out-of-the-box functionality of BMC Helix CMDB.

This course offers closed captioning in four additional languages: French, Spanish, Deutsch and Portuguese. The multi-lingual closed captioning is generated using artificial intelligence (AI) and machine translation so that more customers could benefit from our courses.

Prerequisites
- NA

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

Learning Objectives
- Describe key concepts of BMC Helix CMDB
- Discover BMC Helix CMDB Dashboard and various search features
- Use BMC Helix 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 Helix CMDB Data Flow
- Explore the Class Manager and its various features
- Explain the difference in user permissions for BMC Helix CMDB Data consumers
- Describe various data importing methods in BMC Helix CMDB
- Describe Normalization and Product Catalog features of BMC Helix CMDB
- Describe various Reconciliation methods in BMC Helix CMDB
- Describe the federation methods and achieving concepts
- Configuring BMC Helix CMDB Server Settings
- Simulate the impact of changes with the BMC Impact Simulator

Course Activities
- 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)

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

Virtual Lab

- With this offering, you will receive student and lab guides as eBooks. You will have access to product and communities to answer your questions. All the course recordings will be available in the form of WBTs. You will have access to the instructors for up to 2.5 number of hours by appointment. Make sure to use this time up within **90 days** of registration.
- 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 (portal 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 a graphical format.

Course Modules

Module 1: Introduction to Configuration Management Database (CMDB)
- Define CMDB
- BMC Helix CMDB end-to-end structure
- Success criteria for your CMDB

Module 2: Accessing and Navigating the CMDB UI
- BMC Helix 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 Helix CMDB 22.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 Helix CMDB Data Consumers
- Accessing the new CMDB User Interface
- Restricting Access to Data
- Understand instance-level and dataset level permissions
- Rebranding CMDB Portal

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

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

Module 12: Archiving CMDB Data
- 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 Helix CMDB