



BMC Atrium CMDB 9.x: Advanced Training

COURSE ABSTRACT

COURSE CODE

» SPPT-ACAT-0910

APPLICABLE VERSIONS

» BMC Atrium CMDB 9.0 and 9.1

DELIVERY METHOD

» Instructor-led Training (ILT)

COURSE DURATION

» 5 Days

PREREQUISITES

» None

Course Overview

BMC Atrium CMDB 9 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 Atrium CMDB 9.x: Advanced Training* 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 designed for Configuration Managers and CMDB Administrators, with the first day focused on learning how the CMDB is used by key IT Service Management functions, such as Asset, Incident, and Change Management. During the next three days, students will learn how to configure their environment to meet the requirements of CMDB consumers in the business. The final day covers 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 Atrium CMDB.

Note: Interested only in learning about the fundamentals of the CMDB? The first day of content focusing on how CMDB is used by different IT Service Management functions is available separately in the *BMC Atrium CMDB 9.x: Fundamentals (ASP)* course.

IMPORTANT: Included in this course is the examination for **BMC Accredited Administrator: BMC Atrium CMDB 9.1**. Taking the exam and pursuing accreditation is optional, however all students enrolled in the *BMC Atrium CMDB 9.x: Advanced Training* course are automatically enrolled in the exam. You will have two attempts to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Accredited Administrator: BMC Atrium CMDB 9.1**.

Target Audience

» Administrators – Configuration Managers and BMC Atrium CMDB Administrators

Learner Objectives

- » 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

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©2017 BMC Software, Inc. All rights reserved.

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





BMC Atrium CMDB 9.x: Advanced Training

COURSE ABSTRACT

COURSE ACTIVITIES

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

BMC ATRIUM CMDB 9.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 Accredited Administrator: BMC Atrium CMDB 9.1** 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

For Consumers (Day 1)

Module 1: Introducing CMDB

- » Defining Consumers
- » Success metrics

Module 2: BMC Atrium Console

- » Using the CMDB Dashboard
- » Finding CIs
- » Building queries
- » Filtering views
- » Creating and modifying CIs

Module 3: Asset Management Console

- » Searching for CIs
- » Preference Settings
- » Filters
- » People Relationships

Module 4: Relating CIs in Incident and Change

- » Service CIs and the Incident form
- » Relating CIs to Incidents and Changes
- » Impact Analysis

For Configuration Managers (Day 2-4)

Module 1: Configuration Management

- » Purpose of CMDB
- » Defining data requirements

Module 2: Common Data Model

- » Class Structure (Inheritance, Superclass, and Subclass)
- » CMDB and AST forms
- » Using Class Manager
- » Mapping CIs to Classes
- » Adding Classes and Attributes

Module 3: Importing Data

- » Datasets
- » ADDM-CMDB synchronization
- » Atrium Integrator
- » Best practices for loading data
- » Importing CIs
- » Creating relationships between people and CIs

Module 4: Normalizing Data

- » Populating the Product Catalog
- » Normalizing process
- » Normalizing and instance level permission

Module 5: Reconciling Data

- » Standard Reconciliation
- » Copy, Compare, Delete and Purge
- » Performance tuning

Module 6: Federating Data

- » Launch Federation
- » Retrieval Federation

Module 7: Service Modeling

- » Importing Service Models with AI
- » Using the Atrium Service Catalog
- » Validate a change with a Service Model
- » Simulate Impact Models

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©2017 BMC Software, Inc. All rights reserved.

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





BMC Atrium CMDB 9.x: Advanced Training

COURSE ABSTRACT

For CMDB Administrators (Day 5)

Module 1: Managing Access

- » Purpose of CMDB
- » Define data requirements

Module 2: Maintenance

- » Migrating AI jobs
- » Export and import normalization settings
- » Backing up the CMDB

Module 3: Post Installation Configuration

- » Service Context
- » Centralized Configuration
- » Troubleshooting

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©2017 BMC Software, Inc. All rights reserved.

