BMC Atrium CMDB 9.0:
For Configuration Managers – Part 1

COURSE ABSTRACT

COURSE CODE
» SPPT-ACC1-0900

PRODUCT RELEASE
» BMC Atrium CMDB 9.0

DELIVERY METHOD 🌐
» Web-Based Training (WBT)

COURSE DURATION
» 4 Hours

TARGET AUDIENCE 🌐
» Configuration Managers

PREREQUISITES
» *BMC Remedy AR System Concepts 9.0* (WBT)
» *BMC Atrium CMDB 9.0: Foundation* (WBT)
» *BMC Atrium CMDB 9.0: For Consumers* (ILO/ILT)

Course Overview

This course is designed for Configuration Managers responsible for the Configuration Management process, population of the Configuration Management system (including federation), devising data access permissions, management and definition of automated data management jobs, and rules to maintain a standard Catalog of Products.

Course Objectives

» Describe the goals of the Configuration Manager
» Describe the Common Data Model (CDM)
» Explain mapping data to the BMC Atrium CMDB classes
» Describe the data model extensibility
» Explain Denormalized CMDB Data Storage
» Describe Group and Role mappings
» Set permissions to classes and attributes
» Explain instance-level permissions
» Explain Dataset-level permission
» Describe BMC Discovery Modules
» Describe Atrium Integrator
» Describe Atrium Spoon (in the context of CMDB Jobs)
» Describe the new preconfigured ADDM features in Atrium 9.0
» Explain the MS SCCM Integration support
» Describe the Product Catalog Components
» Describe Normalization
» Describe a typical Normalization job
» Describe the best practices for Normalization
» Describe Normalization Engine logging
» Define Reconciliation
» Create a standard reconciliation job
» Review Federation concepts
» List Federation methods
» Describe the Launch Method of Federation
» Configure the Launch Method of Federation
» Define Service Model
» Describe the best practices for building a Service Model
» Describe Dynamic Service Modeling
» Describe the Service Catalog
» Create new service offering in the Service Catalog
» Describe Drift Management
» Describe a Comparison Job

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COURSE ACTIVITIES
- » Presentations
- » Quizzes
- » Demonstration
- » Product Simulations
- » Assessment

CERTIFICATION PATH 🌐
- » This course is part of the BMC Accredited Configuration Manager: BMC Atrium CMDB 9.0 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: Review CMDB Concepts
- » What is a CMDB?
- » BMC Atrium CMDB Architecture
- » ITIL® and BMC Atrium CMDB
- » BMC Atrium CMDB Data Providers and Consumers
- » BMC Atrium CMDB Datasets
- » BMC Atrium CMDB Dashboard

Module 2: Configuration Manager
- » Configuration Manager Role
- » Loading Data
- » Managing Dataset
- » Working with Permissions
- » Managing the Service Catalog

Module 3: Working with the Common Data Model
- » Common Data Model
- » Relationship Classes in the CDM
- » Source and Destination Classes
- » Relationship Cardinality
- » Weak Relationships
- » Mapping Data to CDM

- » Data Model Help
- » Data Model Extension
- » Data Modelling Best Practices

Module 4: Denormalized CMDB Data Storage (DCDS)
- » Denormalized CMDB Data Storage (DCDS)
- » Why DCDS?
- » How to Achieve DCDS?
- » DCDS for a Regular Class
- » DCDS for a Relationship Class
- » Benefits of DCDS
- » DCDS Scenario: Fresh Install vs. Upgrade
- » CDM Utility
- » Terms Associated with Performing DCDS
- » Performing DCDS: An Overview

Module 5: Managing Permissions
- » Access Control Using the People Form
- » Using Asset Permissions to Restrict CMDB Access
- » Asset Viewer vs. Asset User
- » Asset User Permissions for BMC Atrium CMDB
- » BMC Atrium Core Access Model

- » Computed Group by Application
- » BMC Atrium CMDB Application Name in Roles Form
- » Mapping Roles to Applications
- » Atrium CMDB Console
- » Atrium Integrator
- » Normalization and Reconciliation Roles
- » BMC Atrium CMDB Roles
- » Atrium Impact Simulator Roles
- » Mapping Groups to Roles
- » Hidden and Visible Permissions: For Classes
- » Restricting Access to Attributes
- » Instance-Level Permissions
- » Dataset-Level Permissions
- » Using the Dataset Configuration Console to Assign Permissions

Module 6: Integrating External Data
- » BMC Discovery Modules: An Overview
- » BMC Atrium Discovery and Dependency Mapping (ADDM)
- » ADDM and CMDB
- » Agents or Tuners
- » Third-party Integrations

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COURSE ABSTRACT

- » Microsoft SCCM and CMDB
- » Atrium Integrator
- » AI Integrator and AI Spoon
- » AI Components
- » Navigating to the AI Console
- » Creating Datasets
- » Job Builder Wizard
- » Data Integration Job: Overview
- » Steps: Data Integration Job Using the Job Wizard
- » Best Practices for Loading Data
- » Atrium Spoon Console
- » Logging in to Atrium Spoon
- » Navigating through the Atrium Spoon UI
- » AI Jobs and AI Spoon Transformations
- » Example: Using Atrium Spoon
- » BMC.ADDM Dataset
- » Reconciliation Job
- » Preconfigured SCCM Features
- » Preconfigured MS SCCM Import Dataset
- » Preconfigured SCCM Atrium Integrator Job
- » Preconfigured SCCM Normalization Job
- » Preconfigured SCCM Reconciliation Job

Module 7: Introducing Product Catalog
- » Product Catalog
- » Advantages of Using the Product Catalog
- » Product Catalog Data
- » DML, DHL, and Approved Products
- » Normalization and the Product Catalog
- » Accessing the Product Catalog
- » Multitenancy in the Product Catalog

Module 8: Normalizing Data
- » Normalization
- » List of Attributes
- » Normalization Process
- » Normalization and Software License Management

- » Normalization and Instance Permissions
- » Normalization Console
- » Navigating the Normalization Console
- » Normalization Modes
- » Normalization Setup Process
- » Normalization Settings
- » Categorization Mapping
- » Version Rollup
- » Impact Rules
- » Relationship Rules
- » Steps: A Typical Normalization Job
- » Best Practices for Normalization
- » Normalization in a Server Group Environment
- » New Logging Configuration Console
- » Normalization Engine Logging
- » Types of Normalization Engine Logging
- » Steps: Configuring Normalization Engine Logging
- » Performance Configurations for the Normalization Engine

Module 9: Reconciling Data
- » Reconciliation
- » Identify Activity
- » Precedence Logic
- » Merge Activity
- » Dataset Creation
- » Namespace and Reconciliation
- » Reconciliation Data
- » Best Practices for Reconciliation
- » Standard Reconciliation Job
- » Standard Reconciliation Identification and Merge Rules
- » Steps: Standard Reconciliation Job
- » Reconciliation in a Server Group Environment
- » Copy and Compare Activities
- » Purge Activity

- » Delete Activity
- » Scheduling a Job
- » Renaming a dataset
- » Execute Activity
- » Manual Reconciliation
- » Performance Configurations for the Reconciliation Engine

Module 10: Federating Data
- » Federation Concepts
- » Federated Classes in the CDM
- » Federation Methods
- » Choosing a Federation Method
- » Data Stores and Federation
- » Launch Method
- » Configuring BMC Atrium CMDB for the Launch Method

Module 11: Using the Service Catalog
- » Definition of a Service Model
- » Best Practices for Service Model
- » Dynamic Service Modeling (DSM)
- » Service Catalog
- » Benefits of the Service Catalog
- » Service Catalog Components
- » Navigate the Service Catalog Console
- » Search in the Service Catalog
- » Define Options in the Service Catalog
- » Creating service offerings in the Service Catalog

Module 12: Drift Management
- » Drift
- » Drift Management and ITIL®
- » Comparison Job
- » Components of a Comparison Job
- » Drift Workflow

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