



BMC Atrium CMDB 9.x: Fundamentals (ASP)

COURSE ABSTRACT

COURSE CODE

- » SPPT-ACFC-0910-ASP

APPLICABLE VERSIONS

- » BMC Remedy 9.0 and 9.1

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 0.5 hours by appointment (use within 90 days of registration)

VIRTUAL LAB ACCESS

- » 6 hours of virtual lab (=portal) access. A Virtual Lab access voucher will be provided and must be redeemed within 90 days of registration for 28 days of Portal access.
- » Click [here](#) for additional ASP virtual lab access information in graphical format.

COURSE DURATION

- » Equal to 1 Day

PREREQUISITES

- » None

Course Overview

BMC Atrium Configuration Management Database (BMC Atrium CMDB) stores information about the configuration items (CIs) in your IT environment and the relationships between them.

This course is designed for Configuration Managers and CMDB Administrators that need to discover how CMDB data gets consumed by end users. It is also appropriate for CMDB end users, and ITSM users, that need to extensively search for and create CI data.

After having attended this course, you will have a clear understanding of how CMDB data is consumed by end users. Configuration Managers and Administrators will be able to use this knowledge to better design and implement their CMDB solutions. End users that attend this training will be able to more effectively search for and, if necessary, modify CI data.

This course can be taken by itself, or if you desire to learn more, you can take the *BMC Atrium CMDB 9.x: Advanced Training* course and the same content will be taught on the first day of that course.

Target Audience

- » Users
 - CMDB Users
 - ITSM Users
- » Administrators
 - Configuration Managers
 - CMDB Administrators

Learner Objectives

- » Understand how CMDB supports key IT Service functions, such as Asset, Incident, and Change Management
- » Use BMC Atrium Explorer to search for, modify, and create CIs
- » Understand and use Impact Simulator
- » Build advanced queries and searches to meet business requirements
- » Access CMDB data from IT Service Management (ITSM) applications



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COURSE ACTIVITIES

- » Video Teaching
- » Course eBook
- » Virtual Lab
- » Community Access


BMC ATRIUM CMDB LEARNING PATH

- » <http://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html#A-1>

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

Module 1: Introducing CMDB

- » Defining Consumers
- » Success metrics

Module 2: BMC Atrium Console

- » Use the CMDB Dashboard
- » Find CIs
- » Build queries

- » Filter views
- » Create and Modify 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
- » Relating CIs to Changes
- » Impact Analysis