



# BMC Remedy Asset Management 9.0: Overview

## COURSE ABSTRACT

### COURSE CODE

- » SPPT-AMOV-0900

### PRODUCT RELEASE

- » BMC Remedy Asset Management v9.0

### DELIVERY METHOD

- » Web-Based Training (WBT)

### COURSE DURATION

- » 20 Minutes

### TARGET AUDIENCE

- » Users of BMC Remedy Asset Management

### PREREQUISITES

- » None

## Course Overview

In this online course, students are introduced to BMC Remedy IT Service Management (ITSM) and its purpose. Students will also learn about BMC Remedy Asset Management, its benefits and lifecycle. Additionally, students will learn to access, customize, and navigate the IT Home page.

## Course Objectives

- » Describe BMC Remedy ITSM and its purpose
- » Explore BMC Remedy ITSM applications
- » Explore other BMC Remedy ITSM offerings
- » Explain the Service Asset Lifecycle use case
- » Describe ITIL® objectives for Asset Management
- » Describe BMC Remedy Asset Management, its benefits, and lifecycle
- » Describe how to log in to the BMC Remedy Action Request System using a web browser
- » Identify the IT Home page
- » Describe various functional elements of an IT Home page
- » Identify the BMC Remedy Asset Management consoles



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### COURSE ACTIVITIES

- » Lesson Level Quizzes

### CERTIFICATION PATH

- » N/A

### DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » Contact us for additional information 

## Course Lessons

### Lesson 1: Introduction to Asset Management

- » BMC Remedy IT Service Management
  - BMC Remedy ITSM Suite
  - BMC Remedy ITSM Applications
  - Other BMC Remedy ITSM offerings
- » BMC Remedy Asset Management
- » ITIL® objectives for Asset Management
- » Benefits of BMC Remedy Asset Management
- » Asset lifecycle
- » Asset Management application roles
- » Service Asset lifecycle use case

### Lesson 2: Accessing the Application

- » Log in to BMC Remedy Action Request System (BMC Remedy AR System)
- » IT Home page
- » Applications list
- » Customizable IT Home page
- » Role-based consoles

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