



BMC REMEDY ASSET MANAGEMENT 8.0: USING

COURSE CODE

- » SPPT-AMUS-0800

PRODUCT RELEASE

- » BMC Remedy Asset Management v8.0

DELIVERY METHOD

- » Web Based Training (WBT)

COURSE DURATION

- » 5 hours

TARGET AUDIENCE

- » Users
- » Managers

PREREQUISITES

- » User knowledge of Microsoft Windows graphical user interface (GUI)

Course Overview

In this online course, students are introduced to the functionality of BMC Remedy Asset Management 8.0. Students learn how to perform various tasks from the perspectives of a configuration administrator, contract manager, software asset manager, approver, and purchasing agent.

Course Objectives

- » Describe Asset Management goals and process
- » Describe Asset Management roles and terminology
- » Identify the BMC Remedy Asset Management consoles
- » Identify various social media integration available for BMC Remedy Asset Management 8.0
- » Log in to BMC Remedy AR System and navigate the IT Home page and the Asset Console
- » Create, search for, and modify Configuration Items (CIs)
- » Create contracts, warranties, and leases
- » Create and manage software licenses, including how reserve, view, and release licenses
- » Describe how to manage license jobs and certificate groups, including information regarding the Advanced Qualification builder for products
- » Create and manage configurations
- » Create and manage inventory items, including how to reserve, release and view inventory
- » Create and approve purchase requisitions
- » Receive and return purchased items
- » Describe the product ordering feature of the SRM Request Entry console
- » Identify the functionality of the Report Console
- » View and modify application preferences and user profile
- » Create reminders and broadcasts



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COURSE ACTIVITIES

- » Customer case study
- » Module level quizzes
- » End of course exam
- » Product simulations

CERTIFICATION PATH

- » NA

DISCOUNT OPTIONS

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

Course Modules

1	INTRODUCTION TO ASSET MANAGEMENT	2	NAVIGATING ASSET MANAGEMENT
	<ul style="list-style-type: none"> » Identifying ITSM applications » Describing Asset Management roles » Describing Asset Management status process 		<ul style="list-style-type: none"> » Accessing the applications » Navigating the Asset Console » Social collaboration overview
3	MANAGING CONFIGURATION ITEMS	4	MANAGING CONTRACTS
	<ul style="list-style-type: none"> » Working with configuration items » Working with relationships » Other features 		<ul style="list-style-type: none"> » Overview of contracts » Creating contracts
5	MANAGING SOFTWARE LICENSES	6	MANAGING CONFIGURATIONS AND INVENTORY
	<ul style="list-style-type: none"> » Describing software license management » Creating software licenses » Managing license jobs and certificate groups » Upgrading license certificates » Reserving, viewing, and releasing licenses 		<ul style="list-style-type: none"> » Working with configurations » Working with inventory » Reserving, releasing, and viewing inventory
7	MANAGING PURCHASE REQUISITIONS	8	USING REPORTS AND OTHER COMMON FEATURES
	<ul style="list-style-type: none"> » Working with Purchasing Console » Working with Receiving Console » Reservations using SRM Request Entry console 		<ul style="list-style-type: none"> » Working with reports » Describing supplemental features
COURSE ASSESSMENT			

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