



# BMC Remedy Asset Management 9.0: Using (WBT)

## COURSE ABSTRACT

### COURSE CODE

» SPPT-AMUS-0900

### APPLICABLE VERSIONS

» BMC Remedy 9.0

### DELIVERY METHOD

» Web-based Training (WBT)

### COURSE DURATION

» 8 Hours

### PREREQUISITES

» None

## Course Overview

The *BMC Remedy Asset Management 9.0: Using (WBT)* course consists of a series of individual web-based training courses that provide a comprehensive introduction to BMC Remedy Asset Management. Each of these individual courses provides information on core product concepts, user roles and responsibilities, as well as an introduction to other features such as BMC Smart Reporting and supplemental Asset Management features.

This course includes the following web-based courses:

Course Name	Duration
<i>BMC Remedy Asset Management 9.0: Concepts (WBT)</i>	1 Hour
<i>BMC Remedy Asset Management 9.0: For Configuration Administrators (WBT)</i>	2 Hours
<i>BMC Remedy Asset Management 9.0: For Software Asset Managers (WBT)</i>	1 Hour
<i>BMC Remedy Asset Management 9.0: For Contract Managers (WBT)</i>	1 Hour
<i>BMC Remedy Asset Management 9.0: For Purchasing Agents (WBT)</i>	1 Hour
<i>BMC Remedy Asset Management 9.0: For Approvers (WBT)</i>	1 Hour
<i>BMC Remedy Asset Management 9.0: Supplemental Features (WBT)</i>	1 Hour

## Target Audience

» Users

## Learner Objectives

- » Define the concepts and features of Asset Management and the processes involved in the Asset lifecycle
- » Explain Configuration Management and the procedures for the BMC Best Practice Flow for Configuration Management
- » Discuss Asset Management permissions and terminology
- » Describe various role-based consoles
- » Describe how to create configuration items (CIs) and configurations
- » Describe the overview of charge-backs
- » Describe and work with schedule, outage, and bulk updates
- » Define and manage an inventory and reserve CIs and bulk inventory items
- » Describe the Software License Management lifecycle and the Software Asset Management (SAM) Console
- » Discuss the Contract lifecycle and the Contact Console
- » Describe the Purchasing Console and the Purchasing process
- » Describe the Approval Console and the Receiving Console
- » Describe Approval Central and how to approve and reject purchase requisitions using Approval Central
- » Discuss how to use Smart Reporting and the Report Console for the creation of reports
- » Discuss Asset Management features such as KPI and ROI functionality, updating user projects, and the creation of reminders and broadcasts

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### COURSE ACTIVITIES

- » Presentations
- » Quizzes
- » Simulations


### BMC REMEDY SERVICE MANAGEMENT LEARNING PATH

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

### ACCREDITATION AND CERTIFICATION PATHS

- » This course is not part of a BMC Certification Path

### DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » [Contact us for additional information](#) 

## Course Content

### BMC Remedy Asset Management 9.0: Concepts (WBT)

- » Lesson 1: Introduction to Asset Management
- » Lesson 2: Searching for CIs

### BMC Remedy Asset Management 9.0: For Configuration Administrators (WBT)

- » Lesson 1: Introduction to Asset Management
- » Lesson 2: Working with Assets and Configuration Items
- » Lesson 3: Working with Depreciation, Costs, and Charge-Backs
- » Lesson 4: Working with Relationships and Other Features
- » Lesson 5: Working with Configurations
- » Lesson 6: Working with Inventory
- » Lesson 7: Reserving, Releasing, and Viewing Inventory

### BMC Remedy Asset Management 9.0: For Software Asset Managers (WBT)

- » Lesson 1: Software Asset License Management
- » Lesson 2: Creating Software Licenses
- » Lesson 3: Managing License Jobs and Certificate Groups
- » Lesson 4: Upgrading License Certificates
- » Lesson 5: Reserving, Viewing, and Releasing Licenses

### BMC Remedy Asset Management 9.0: For Contract Managers (WBT)

- » Lesson 1: Overview of Contracts
- » Lesson 2: Creating Contracts

### BMC Remedy Asset Management 9.0: For Purchasing Agents (WBT)

- » Lesson 1: Working with the Purchasing Console
- » Lesson 2: Working with the Receiving Console
- » Lesson 3: Ordering Products Using the SRM Request Entry Console

### BMC Remedy Asset Management 9.0: For Approvers (WBT)

- » Lesson 1: Approving Purchase Requisitions
- » Lesson 2: Standard Configurations

### BMC Remedy Asset Management 9.0: Supplemental Features (WBT)

- » Lesson 1: Working with Smart Reporting
- » Lesson 2: Working with the BMC Remedy AR System Report Console
- » Lesson 3: Describing Other Asset Management Features

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