



BMC Helix ITSM – Asset Management 19.x: Fundamentals Using (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-AMUS-1902

APPLICABLE VERSIONS

» BMC Helix ITSM9.0, 9.1, 18.05, 18.08 and 19.02

DELIVERY METHOD

» Web-based Training (WBT)

COURSE DURATION

» 7 hours, 15 minutes

PREREQUISITES

» None

Course Overview

The BMC Helix ITSM - Asset Management 19.x: Fundamentals Using (WBT) course introduces you to Asset Management concepts, features and functionality. Students learn how to perform various tasks from the perspectives of a Configuration Administrator, Contract Manager, Software Asset Manager, Approver, and Purchasing Agent.

NOTE: The content of this course is focused on using Asset Management with mid-tier consoles. To learn how use Asset Management using the Smart IT console, BMC recommends that you take the *BMC Helix ITSM – Smart IT 19.x: Fundamentals Using (WBT)* course.

Target Audience

- » Configuration Administrators
- » Software Asset Managers
- » Contract Managers
- » Purchasing Agents
- » Approvers

Learner Objectives

- » Explain the concepts and features of Asset Management and the processes involved in the Asset lifecycle
- » Discover the Configuration Management and the procedures for the Best Practice Flow for Configuration Management
- » Discuss Asset Management permissions and terminology
- » Describe how to create configuration items (CIs) and configurations
- » Describe the Software License Management lifecycle and the Software Asset Management (SAM) Console
- » Discuss the Contract lifecycle and the Contact Console
- » Introduces the Purchasing process and describes how to use the Purchasing Console
- » Describe purpose and use of the Approval and Receiving consoles



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COURSE ACTIVITIES

- » Presentations
- » Quizzes
- » Simulations


BMC HELIX ITSM LEARNING PATH

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

ACCREDITATION AND CERTIFICATION PATHS

- » This course is part of the BMC Helix ITSM Accreditation 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: BMC Asset Management: Concepts

- » Discover the Asset Console and describe its features in Mid Tier and Smart IT Consoles
- » Explain various processes involved in Asset lifecycle
- » Describe and create CIs
- » Identify the different functionalities of Asset Management and Smart IT Consoles
- » List the Asset Management personas in Smart IT
- » Describe Smart IT asset types and sub types

Module 2: BMC Asset Management: For Configuration Administrators

- » Define the roles and responsibilities of configuration administrator
- » Explain the different permissions of configuration administrator
- » Describe the Configuration Management process
- » Classify various Asset Management procedures
- » Discover the Asset Console
- » Identify the features of the Asset Console

Module 3: BMC Asset Management: For Purchasing Agents

- » Describe the purchasing lifecycle
- » Discover how to place an order
- » Explain the search for a purchase requisition
- » Discuss how to create a new purchase requisition
- » Explain the submit purchase requisition for pricing and approval

Module 4: BMC Asset Management: For Software Asset Managers

- » Describe the roles and responsibilities of Software Asset Managers
- » Explain the software license management lifecycle
- » Explore the SAM Console
- » Identify license types

Module 5: BMC Asset Management: For Approvers

- » Identify the roles and responsibilities of Approvers
- » Explain the role of Approvers in the process flow for Configuration Management
- » Discover how to access Approval Central
- » Discuss various functional areas of Approval Central
- » Describe how to approve and reject purchase requisitions using Approval Central
- » Perform email-based approvals

Module 6: BMC Asset Management: For Contract Managers

- » Identify roles, responsibilities, and permissions of Contract Managers
- » Define contract types
- » Describe contract lifecycle
- » Discover Contract Console

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