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BMC Helix ITSM – Asset Management 20.x: Fundamentals Using (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-AMUS-2002

APPLICABLE VERSIONS

» BMC Helix ITSM9.0, 9.1, 18.05, 18.08, 19.02 and 20.02

DELIVERY METHOD 🌐

» Web-based Training (WBT)

COURSE DURATION 🌐

» 7 hours, 15 minutes

PREREQUISITES

» None

Course Overview

The BMC Helix ITSM - Asset Management 20.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

For more information about BMC Education Services, visit **www.bmc.com/education.**

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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

Course Overview

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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