



BMC AR System 21.x: Enhancements for Administering (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-ARAE-2130

APPLICABLE VERSIONS

» BMC AR System 21.05, 21.3

DELIVERY METHOD

» Web-based Training (WBT)

COURSE DURATION

» 30 minutes

PREREQUISITES

» None

RECOMMENDED TRAININGS

» None

Course Overview

Action Request System (formerly known as Remedy Action Request System) is a part of the single-tenant BMC Helix Innovation Suite that consolidates the capabilities of AR System and BMC Helix Innovation Studio. As the administrator, you set up servers and users, managing and configure data, and monitor system performance.

In this Web Based Training (WBT) course, participants learn enhancements to the concepts that will build the foundation necessary to administer applications in Remedy AR System.

Note: This course will provide an overview of the enhancements for administering and developing in BMC AR System 21.x.

Target Audience

- » Administrators
- » Developers

Learner Objectives

- » Identify the enhancements for administering in BMC AR System 21.x:
 - Introduction to BMC Helix Innovation Suite for Service Management Applications
 - Leverage Foundation Data for Service Management Applications
 - Enhancements in Webhook
 - Enhancements in Remedy Management Console
 - Encrypt Data in Character Field
 - Enhancements in Progressive Views
 - Viewing the Execution Mode of Active Links in Mid-Tier Object List
 - Identify enhancements in Logging
 - Improve Search Results via Elasticsearch



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COURSE ACTIVITIES

- » Presentations


BMC AR SYSTEM LEARNING PATH

<https://www.bmc.com/education/courses/remedy-service-management-suite-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** 

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