BMC AR System 20.x: Fundamentals Developing - Part 1 (ASP)

COURSE ABSTRACT

COURSE CODE

» SPPT-ARD1-2002-ASP

APPLICABLE VERSIONS

» BMC AR System Server 18.05, 18.08, 19.02, 19.08, 19.11 and 20.02

DELIVERY METHOD 🌐

» Assisted Self-paced (ASP)
  – Student and lab guide as eBook
  – Product community for questions and answers
  – Course recording via WBT
  – Access to instructor for up to 1.5 hours by appointment (use within 90 days of registration)

VIRTUAL LAB ACCESS

» Lab Vouchers are issued at course registration time and must be redeemed within 90 days of receipt. Once Lab Voucher is redeemed, 28 days of lab access (portal access) are granted with 18 hours of on-demand lab time to be used. Once the lab time is used, or the 28 days expires, the lab access ends.

» Click **here** for additional ASP virtual lab access information in graphical format.

COURSE DURATION 🌐

» Equal to 3 Days

Course Overview

BMC Action Request (AR) System is a professional development environment that leverages the recommendations of the IT Infrastructure Library (ITIL) and provides a foundation for Business Service Management (BSM) solutions. It enables you to automate business processes without learning a programming language or using complex development tools.

A BMC AR System application is a tool that you create to track data, processes, and issues. An application is an entity that consists of forms, workflow, and related objects that you have created in BMC Remedy AR System server. Forms collect and display data, and workflow directs the actions of the application.

BMC Remedy Developer Studio is an integrated development environment (IDE) for BMC Remedy AR System applications. It provides all the application development functions of the previous BMC Remedy Administrator tool with a modern, powerful, easy-to-use interface. This course describes the details about developing BMC Remedy AR System applications with BMC Remedy Developer Studio.

This course combines classroom instruction with laboratory exercises to guide students through basic development using Developer Studio. The lab exercises contain scenarios that simulate real world requirements. By the end of the course, the student will have built deployable applications, forms, and workflow.

This course is applicable primarily to the AR System Developers.

IMPORTANT: Included in this course is the examination **BMC Certified Associate: AR System 20.x for Developers Online Exam**. Taking the exam and pursuing certification is optional, however all students enrolled in the BMC AR System 20.x: Fundamentals Developing – Part 1 course are automatically enrolled in the exam. You will have one attempt to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Certified Associate: AR System 20.x Developer**.

Target Audience

» AR System Application Developers

Learner Objectives

» Navigate and explore BMC Remedy Developer Studio
» Create custom objects in Developer Studio
» Explain the process of application development
» Explore form definitions
» Learn about access control
» Create active links, filters, and escalations
» Create multiple types of menus
» Creating and testing related workflow objects
» State the features and functionalities of a custom application
» Understand how to deploy an application

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

bmc

BMC AR System 20.x: Fundamentals Developing - Part 1 (ASP)

COURSE ABSTRACT

COURSE ACTIVITIES

» Classroom Presentations
» Hands-on Lab Exercises
» Demonstrations

ACCREDITATION AND CERTIFICATION PATHS 🌐

» This course is part of the BMC AR System Certification 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: Introduction to Developer Studio
» Developer Studio Preferences
» Create objects and search for objects
» Change modes
» Custom and origin objects
» Overlay options

Module 2: Controlling Access
» Create Users
» Create Groups
» Create Roles
» Grant permissions to forms, fields and active links
» Set dynamic permission for parent groups

Module 3: Creating Applications
» Create an application object
» Describe application properties
» Create custom application states
» Export object definition files
» Record associations and Named Lists

Module 4: Forms Overview
» Form types
» Create and manage views
» Form definitions
» Association object and archiving

Module 5: Creating and Managing Fields
» Types of fields
» Create and manage fields
» Actions related to fields
» Organize and align fields on a form

Module 6: Developing Workflow
» Understand the difference between an active link, filter, and escalation
» Workflow actions
» Create, rename, and delete workflow objects
» Assign permissions to workflow objects
» Workflow logs
» Event Navigator
» Workflow Execution Viewer

Module 7: Defining Active Links
» Common actions used in active links
» Execution options
» Push and commit action
» Dynamic set field action
» Dynamic push field action
» Workflow to send an event
» Workflow to exit an application

Module 8: Exploring Filters
» Execution options
» Transaction and database values
» Filter Phases
» Filter logs

Module 9: Understanding Escalations
» Execution options
» Escalation pools

Module 10: Creating Menus
» Character menu
» File menu
» Search menu (including content sensitive)
» SQL menu
» Data Dictionary

Module 11: Understanding Application Deployment
» Packing lists
» Object definition files
» Application data export

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

bmc