



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

COURSE ABSTRACT

COURSE CODE

- » SPPT-ARD1-2002-SPT

APPLICABLE VERSIONS

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

DELIVERY METHOD

- » Self-Paced Training (SPT)
 - Product community for questions and answers
 - Course recording via WBT

VIRTUAL LAB ACCESS

- » This class has an optional component of 3 hands-on lab days (18 hours) and an eBook. You may request an Education Lab Voucher (ELV) within the course curriculum to gain access to these resources. If your organization has available lab days remaining for the Enterprise Education Subscription, you will receive an email with your eBook and lab details within 1 business day
- » With an Enterprise Education Subscription, an organization has access to a limited number of hands-on lab days annually. These lab days are shared between all employees of the organization. Additional hands-on lab days may be purchased in the event your organization has exceeded the allotted lab days for an Enterprise Education Subscription. Contact the Training Coordinator for BMC Training in your organization or education@bmc.com for assistance

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: This Self-Paced Training (SPT) course contains only a course instructor video that includes a demonstration of recorded lab exercises.

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



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

COURSE ABSTRACT


COURSE ACTIVITIES

- » Video Coaching
- » Community Access

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

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©2021 BMC Software, Inc. All rights reserved.