



BMC AR System 20.x: Fundamentals Developing - Part 2 (ASP)

COURSE ABSTRACT

COURSE CODE

- » SPPT-ARD2-2002-ASP

APPLICABLE VERSIONS

- » BMC AR System Server 18.05, 18.08, 19.02, 19.08, 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 hour 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 12 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

- » 2 Days (Equal to 16 Hours)

PREREQUISITES

- » BMC AR System 20.x: Fundamentals Developing - Part 1

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. For advanced level of development, various concepts like Workflow Guides, Tables, Floating Panels, Form Views and Process commands are available.

This course combines classroom instructions with laboratory exercises to guide students through advanced level development using the Developer Studio.

Target Audience

- » AR System Application Developers

Learner Objectives

- » Working with Panels, Layouts and Floating Panels
- » Identifying the capabilities of Rich Text format
- » Defining Skins
- » Using View fields
- » Creating Inline forms
- » Creating Form Views
- » Localizing Form Views
- » Analyzing Nested Filters
- » Using Service Action
- » Creating GUID fields
- » Defining Dynamic qualification for Tables
- » Identifying the types of Guides
- » Creating Active Link Guide
- » Creating Entry Point Guide
- » Creating Filter Guide



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COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises
- » Demonstrations


BMC AR SYSTEM LEARNING PATH

- » <https://www.bmc.com/education/courses/remedy-service-management-suite-training.html>

ACCREDITATION AND CERTIFICATION PATHS

- » This course is a part of a 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 Advanced Fields and Features

- » Creating Panels
- » Applying Panel Layouts Styles
- » Creating Floating Panels
- » Using Image Objects
- » Rich-text-format field support
- » Using view fields
- » Creating Inline forms

Module 2: Defining Form Views and Skins

- » Defining a form view
- » Setting Default view
- » Localizing a form view
- » Defining Skins
- » Activating Skins through Mid Tier
- » Skins and permissions

Module 3: Using Advanced Workflow Options

- » Understand Nested Filters
- » External Qualification
- » Go To and Log to File actions
- » Service Action
- » Two methods of generating GUID
- » Defining GUID to create Parent-Child relationship

Module 4: Working with Tables

- » Purpose of Table fields
- » Types of Tables
- » Display Properties
- » Refreshing Tables
- » Defining Dynamic Qualification for Tables
- » EXTERNAL Qualification Syntax

Module 5: Creating Guides

- » Recognize the use cases for defining Guides
- » Active Link Guide Example
- » Creating Entry Point Guide
- » Filter Guide Example

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