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BMC AR System 20.x: Fundamentals Developing – Part 2

COURSE ABSTRACT

COURSE CODE
» SPPT-ARD2-2002

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

DELIVERY METHOD 🌐
» Instructor-led Training (ILT)

COURSE DURATION 🌐
» 2 Days

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 instruction with laboratory exercises to guide students through advanced level development using 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

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

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COURSE ACTIVITIES

» Classroom Presentations
» Hands-on Lab Exercises

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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