



# BMC Helix ITSM – AR System 19.x: Fundamentals Administering - Part 1 (WBT)

## COURSE ABSTRACT

### COURSE CODE

- » SPPT-ARF1-1908

### APPLICABLE VERSIONS

- » Remedy Action Request System v19.08

### DELIVERY METHOD

- » Web Based Training (WBT)

### COURSE DURATION

- » 2 Hours

### PREREQUISITES

- » NA

## Course Overview

In this interactive Web Based Training (WBT) course, participants learn concepts that will build the foundation necessary to develop and administer applications in Remedy AR System. This course introduces Remedy AR System architecture, terminology, concepts and functions. Participants learn how to navigate BMC Remedy Mid-Tier and BMC Remedy Developer Studio in order to perform various tasks and how to apply these concepts in their own environments. Participants will also learn tasks such as creating forms and objects in order to begin to experience the power of Remedy AR System.

## Target Audience

- » BMC Remedy AR Administrators
- » BMC Remedy AR Developers

## Learner Objectives

- » Understand the fundamentals of BMC Remedy AR System
- » Identify the features and its uses
- » Identify the roles involved in BMC Remedy AR System and understand the responsibilities of each role
- » Identify the solutions that reside on the Remedy AR System platform
- » Identify the three layers of Remedy AR System Architecture
- » Identify the system components of Remedy AR System
- » Identify the configurations required after installing BMC Remedy AR System
- » Access and navigate the Mid Tier Configuration Tool
- » Access and understand the use of Application Administration Console
- » Understand the concept of licensing in Remedy
- » Identify the types of licenses required to access Remedy AR System
- » AR System Administration Console Overview
- » Access the AR System Administration Console
- » Navigate Remedy Management Console to Manage Server
- » Understand Remedy AR System forms
- » Identify the types of forms
- » Understand Remedy AR System forms
- » Identify the types of forms
- » Understand the concept of a workflow
- » About access control in Remedy AR System
- » Describe the BMC Remedy Developer Studio application
- » Navigate BMC Remedy Developer Studio

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### COURSE ACTIVITIES

- » Demonstrations
- » Product Simulations
- » Assessment


### BMC REMEDY ACTION REQUEST SYSTEM LEARNING PATH

- » <https://www.bmc.com/education/courses/remedy-service-management-suite-training.html#accordion-77c9d29b-57c2-4315-978c-1540e14b4341>

### ACCREDITATION AND CERTIFICATION PATHS

- » NA

### 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: Getting Started with Remedy Action Request (AR) System

- » Remedy AR System Overview
- » Remedy AR System Architectural Overview

### Module 2: Understanding Installation Basics of Remedy AR System

- » Planning and preparing to install Remedy AR System
- » Understanding post installation configurations

### Module 3: Managing Licensing for the User Base

- » Licensing Overview
- » Managing Licenses

### Module 4: Fundamentals of Administering Remedy AR System

- » Navigating the AR System Administration Console
- » AR System Server Groups Overview

### Module 5: Remedy AR System Application Components Overview

- » Remedy AR System Forms Overview
- » Remedy AR System Fields Overview
- » Workflow Fundamentals

### Module 6: Remedy AR System Security Administration Overview

- » Access Control Overview
- » Users, Groups and Roles Overview

### Module 7: Introduction to BMC Remedy Developer Studio

- » BMC Remedy Developer Studio - Application Overview

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