



BMC REMEDY AR SYSTEM 8.0: FOUNDATION – PART 1

COURSE CODE

» SPPT-ARF1-0800

PRODUCT RELEASE

» BMC Remedy Action Request System v8.0

DELIVERY METHOD

» On Demand Learning (ODL)

COURSE DURATION

» 2 days

TARGET AUDIENCE

» Administrators
» Developers

PREREQUISITES

» User knowledge of the Microsoft Windows Graphical User Interface (GUI)

Course Overview

In this highly interactive On Demand Learning (ODL) course, participants learn concepts that will build the foundation necessary to develop and administer applications in BMC Remedy AR System 8.0. This course introduces AR System architecture, terminology, and base 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. In addition to the online course content, participants are given access to a remote lab environment where they can practice concepts such as creating forms, fields, and workflow objects in order to begin to experience the power of AR System.

ALERT: Successful completion of this course is a prerequisite for the BMC Remedy AR System 8.0: Foundation – Part 2 course.

ALERT: From the date of registration confirmation, you have 90 days of access to the core educational content, and **5 consecutive days** of your choosing to access the remote lab environment. During the **5-consecutive-day period**, you can work at your own pace through the lab exercises and associated Web-based education content within the remote environment, freely explore, and complete optional activities that supplement the core lab exercises.

ALERT: On Demand Learning (ODL) courses do not include access to an instructor or education representative. Should you find a course concept or lab procedure to be challenging, several self-help tools (such as instructions for accessing and using the remote lab environment and troubleshooting tips) are included within the course content.

Course Objectives

- » Explain the architecture of AR System
- » List the advantages of using AR System
- » Use BMC Remedy Mid Tier to access AR System applications
- » Explain user preference settings in AR System
- » Access and use forms in AR System
- » Identify AR System Notifications
- » Navigate Approval Central
- » Use basic and advanced search options in AR System
- » Explore BMC Remedy Developer Studio
- » Create and use forms and fields in AR System
- » Utilize workflow in AR System
- » Describe the need for access control in AR System
- » Create users and groups in AR System
- » Explain access control permissions for forms, fields, and workflow
- » Describe various out-of-the-box applications created by using AR System




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COURSE ACTIVITIES

- » Customer case study
- » Hands-on lab environment
- » Module quizzes

DISCOUNT OPTIONS

- » Have multiple students?
Contact us to discuss hosting a private class for your organization
- » Contact us for additional information 

Course Modules

1	INTRODUCING AR SYSTEM 8.0	2	ACCESSING AR SYSTEM APPLICATIONS
	<ul style="list-style-type: none"> » Introducing the fictitious customer Venizyne » Understanding the AR System architecture » Understanding AR System business roles » Summarizing AR System concepts 		<ul style="list-style-type: none"> » Using BMC Remedy Mid Tier » Exploring user preference settings » Accessing forms in AR System
3	WORKING WITH AR SYSTEM FEATURES	4	USING BMC REMEDY DEVELOPER STUDIO
	<ul style="list-style-type: none"> » Working with Notifications and Approval Central » Using Basic and Advanced Search » Creating Reports in AR System 		<ul style="list-style-type: none"> » AR System application components » Exploring BMC Remedy Developer Studio » Using forms in AR System » Using fields in AR System » Using workflow in AR System
5	UNDERSTANDING ACCESS CONTROL	6	UNDERSTANDING AR SYSTEM OUT-OF-THE-BOX APPLICATIONS
	<ul style="list-style-type: none"> » Understanding access control in AR System » Understanding users and groups » Creating groups in AR System » Creating users in AR System 		<ul style="list-style-type: none"> » Understanding various out-of-the-box applications » Overview of ITSM » Overview of CMDB