



BMC Helix ITSM/Remedy AR System 20.x: Fundamentals Administering - Part 2

COURSE ABSTRACT

COURSE CODE

- » SPPT-ARF2-2002

APPLICABLE VERSIONS

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

DELIVERY METHOD

- » Instructor-led Training (ILT)

COURSE DURATION

- » 3 Days

PREREQUISITES

- » BMC Helix ITSM/Remedy AR System 20.x: Fundamentals Administering - Part 1 (WBT)

Course Overview

BMC Remedy Action Request (AR) System provides the foundation for BMC Helix ITSM. It enables you to automate business processes without learning a programming language or using complex development tools. In this course, you learn how to administer Remedy AR System 20.x. You will understand the tasks of an AR System administrator, from managing user access to maintaining an application.

After a review of the knowledge and skills learned in the BMC Helix ITSM/Remedy AR System 20.x: Fundamentals Administering - Part 1 (WBT) course, you will dive into deeper concepts and technical aspects of Remedy AR System. This course provides students with the information and hands-on lab exercises for administering Remedy AR System.

IMPORTANT: The **BMC Certified Associate: Helix ITSM/Remedy AR System 20.x for Administrators Online Exam** examination is included in this course. Taking the exam and pursuing certification is optional. You will have one attempt to pass the exam. Retakes according to the **BMC Certification Policy** are available for an additional fee. Those who pass will receive the title of **BMC Certified Associate: Helix ITSM/Remedy AR System 20.x for Administrators**.

Target Audience

- » Administrators
- » Developers

Learner Objectives

- » Explain the fundamentals of BMC Remedy AR System
- » Understand centralized configuration system forms
- » Navigate the AR System Administration Console
- » Use the Server Information form to configure the AR System server
- » Understand AR System access control
- » Define the AR System user base
- » Understand Centralized User Preferences
- » Describe the fundamentals of Full Text Search (FTS)
- » Understand the approval process
- » Understand Forms and Fields
- » Understand the process of Auditing and Archiving Data
- » Define Indexes
- » Understand the process of Integrating and Migrating Data
- » Understand the fundamentals of port numbers
- » Using URLs for Opening Forms and Applications
- » Work with logs



BMC Helix ITSM/Remedy AR System 20.x: Fundamentals Administering - Part 2

COURSE ABSTRACT

COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises


BMC REMEDY WITH SMART IT LEARNING PATH

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

ACCREDITATION AND CERTIFICATION PATHS

- » This course is a part of **BMC Certified Professional: BMC Helix ITSM/Remedy AR System 20.x** 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: Getting Started

- » Overview of BMC Remedy AR System

Module 2: Administering

- » Understanding AR System Administration
- » Navigating AR System Server Information and Centralized Configuration
- » Configuring BMC Remedy Mid Tier

Module 3: Understanding Security Administration

- » Understanding Remedy AR System Access Control
- » Defining the Remedy AR System User Base

Module 4: Understanding Advanced Administration

- » Understanding the Fundamentals of Assignment Engine
- » Email Engine Overview
- » Explaining the Fundamentals of Full Text Search (FTS)
- » Understanding the Approval Process
- » Enabling Skins Administration for Users

Module 5: Understanding Forms and Fields

- » Understanding Forms and Fields

Module 6: Managing Data

- » Understanding Auditing, Archiving, and Indexing Data in Remedy AR System
- » Understanding Integrating and Migrating Data in Remedy AR System

Module 7: Maintaining Performance

- » Understanding the Fundamentals of Port Numbers
- » Working with logs

Appendix A: Enhancements in Versions 19.11 and 20.02

- » Enhancements in 19.11 and 20.02

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. ©2019 BMC Software, Inc. All rights reserved.