BMC Remedy AR System 8.x: Fundamentals – Part 2 (ASP)

COURSE ABSTRACT

COURSE CODE
» SPPT-ARF2-0800-ASP

APPLICABLE VERSIONS
» BMC Remedy AR System 8.0

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 2.5 hours by appointment (use within 90 days of registration)

VIRTUAL LAB ACCESS
» 30 hours of virtual lab (=portal) access. A Virtual Lab access voucher will be provided and must be redeemed within 90 days of registration for 28 days of Portal access.
» Click **here** for additional ASP virtual lab access information in graphical format.

COURSE DURATION 🌐
» Equal to 5 Days

PREREQUISITES
» *BMC Remedy AR System 8.0: Foundation – Part 1* (ODL)

Course Overview

BMC Remedy Action Request System provides the foundation for BMC Remedy OnDemand and the BMC Remedy ITSM Suite. 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 and build applications in AR System 8.0. You will become familiar with the tasks of an AR System administrator, from managing user access to maintaining an application. In addition, you learn how to develop and customize basic AR System objects.

After a review of the knowledge and skills learned in the *BMC Remedy AR System 8.0: Foundation – Part 1* on demand learning course, you will quickly move into deeper concepts and technical aspects of AR System 8.0. Throughout the course, you play the roles of an AR System administrator and developer at Venizyne Software, a fictitious enterprise, by building and administering an application that automates the Venizyne vacation management process.

IMPORTANT: Included in this course is the examination for **BMC Accredited Administrator: BMC Remedy AR System 8.0**. Taking the exam and pursuing accreditation is optional, however all students enrolled in the *BMC Remedy AR System 8.x: Fundamentals – Part 2 (ASP)* course are automatically enrolled in the exam. You will have two attempts to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Accredited Administrator: BMC Remedy AR System 8.0**. Upon completion, you will return to your organization with increased visibility as a recognized BMC Remedy AR System expert and with improved capabilities to impact your business.

Target Audience
» Administrators
» Developers

Learner Objectives
» Define the roles and tasks of AR System administrators and developers
» Perform common administrative tasks using the AR System Administration Console
» Configure an AR System Server
» Manage access control and AR System licenses
» Establish administrator and user centralized preferences
» Create AR System objects using BMC Remedy Developer Studio
» Customize an application for the Web
» Build AR System forms, fields, and menus to meet business data requirements
» Build AR System active links and filters
» Develop additional forms and home pages
» Work with advanced fields and menus to enhance AR System forms
» Archive and audit AR System data
» Use log files for evaluating performance and identifying performance issues
» Identify best practices in optimizing AR System 8.0

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

BMC Remedy AR System 8.x: Fundamentals – Part 2 (ASP)

COURSE ABSTRACT

COURSE ACTIVITIES
» Video teaching
» Course eBook
» Virtual Lab
» Community Access

BMC REMEDY AR SYSTEM LEARNING PATH
» **http://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html#A-44**

ACCREDITATION AND CERTIFICATION PATHS 🌐
» This course is part of the BMC Remedy AR System 8.0 Accreditation and BMC Remedy AR System 8.0 Certified Developer 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: Course Overview
» Course Outline & Expectations
» Review of *BMC Remedy AR System 8.0: Foundation – Part 1*

Module 2: AR System Administrator
» AR System Administration Console
» AR System Server
» BMC Remedy Mid Tier

Module 3: BMC Remedy Developer Studio
» Navigating Developer Studio
» Development Modes
» Developer Studio Settings

Module 4: Application Objects
» Local Applications
» Deployable Applications

Module 5: Access Control
» Access Control Model
» Groups, Users, & Roles
» Advanced Access Control

Module 6: Additional Administrator Options
» Managing Licensing
» Managing Passwords
» Establishing Centralized Preferences

Module 7: Forms & Fields
» Regular Forms
» Common Field Properties
» Basic Field Types

Module 8: Form Appearance & Usability
» Trim Fields, Panel Fields, & Alignment
» Designing Effective Forms
» Copying, Renaming, & Deleting Forms

Module 9: Workflow
» Workflow Concepts
» Active Links, Filters, & Escalations

Module 10: Home Pages
» Home Pages and Display Only Forms
» Application List & Navigation Fields
» Customizable Home Page

Module 11: Form Views
» Need for Form Views

Module 12: Advanced Fields
» Table, Alert List, & Attachment Fields

Module 13: AR System Menus
» File, Search, & SQL Menus
» Field & Form Data Dictionary Menus

Module 14: Additional Forms
» Join, View, & Vendor Forms

Module 15: Advanced Form Properties
» Archiving Form Data
» Auditing Form Data
» Indexing

Module 16: Importing & Exporting
» Importing & Exporting Data & Object Definitions
» Exporting Applications

Module 17: Maintenance & Performance Goals
» Performance Goals
» AR System Log Files
» Monitoring AR System

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