BMC AR System 20.x: Fundamentals Administering - Part 1 (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-ARS1-2002

APPLICABLE VERSIONS

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

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 administer applications in Remedy AR System. This course introduces Remedy AR System architecture, 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.

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

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

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COURSE ACTIVITIES

» Demonstrations
» Product Simulations
» Assessment

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 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: Getting Started
» Remedy AR System Overview
» Remedy AR System Architectural Overview

Module 2: Understanding Installation Basics
» 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
» Navigating the AR System Administration Console
» AR System Server Groups Overview

Module 5: Application Components Overview
» Remedy AR System Forms Overview
» Remedy AR System Fields Overview
» Workflow Fundamentals

Module 6: 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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