ABSTRACT

HELIX ITSM

BMC AR System 23.x: Fundamentals Administering - Part 1 (WBT)

Learning Path >

Course Code: SPPT-ARS1-2330

Modality	Duration	Applicable Versions	Target Audience
Web-based Training (WBT)	2 Hours	BMC AR System 23.03	• Administrators • Developers

Course Overview

BMC 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 AR System 23.x. You will understand the tasks of an AR System administrator, from managing user access to maintaining an application.

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

Prerequisites

- NA

Recommended Trainings

- NA

Learning Objectives

- Understand the fundamentals and architecture of BMC Helix Innovation Suite
- List the advantages of BMC Helix Innovation Suite
- Identify the roles involved in BMC Helix Innovation Suite
- Understand the fundamentals of BMC AR System
- Identify the features and its uses
- Identify the roles involved in BMC AR System and understand the responsibilities of each role
- Identify the solutions that reside on the AR System platform
- Identify the three layers of AR System Architecture
- Identify the system components of AR System and the configurations required after installing BMC 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 AR System
- AR System Administration Console Overview
- Access the AR System Administration Console
- Navigate AR System Management Console to Manage Server
- Understand AR System forms
- Identify the types of forms
- Understand AR System forms
- Understand the concept of a workflow
- About access control in 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**.

Course Modules

Module 1: Fundamentals of BMC Helix Innovation Suite and AR System
- Understanding the Fundamentals of BMC Helix Innovation Suite
- AR System Overview

Module 2: Fundamentals of Administering
- Navigating in AR System
- AR System Server Group Overview
- Integrating with BMC Helix Innovation Suite

Module 3: Licensing in AR System
- Licensing Overview
- Managing Licenses

Module 4: Application Components Overview
- BMC Remedy Developer Studio Overview
- Forms and Fields Overview
- Workflow Overview

Module 5: Access Control
- Access control Overview
- Users, Groups, and Roles Overview