



# BMC AR System 20.x: Fundamentals Administering - Part 2 (ASP)

## COURSE ABSTRACT

### COURSE CODE

- » SPPT-ARS2-2002-ASP

### APPLICABLE VERSIONS

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

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

### VIRTUAL LAB ACCESS

- » Lab Vouchers are issued at course registration time and must be redeemed within 90 days of receipt. Once Lab Voucher is redeemed, 28 days of lab access are granted with 24 hours of on-demand lab time to be used. Once the lab time is used, or the 28 days expires, the lab access ends.
- » Click [here](#) for additional ASP virtual lab access information in graphical format.

### COURSE DURATION

- » Equal to 4 Days

### PREREQUISITES

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

## 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 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 AR System 20.x: Fundamentals Administering - Part 1 (WBT) course, you will dive into deeper concepts and technical aspects of AR System. This course provides students with the information and hands-on lab exercises for administering AR System.

**IMPORTANT:** The **BMC Certified Associate: 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: AR System 20.x for Administrators**.

## Target Audience

- » Administrators
- » Developers

## Learner Objectives

- » Explain the fundamentals of BMC 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 Forms and Fields
- » Understand the process of Auditing and Archiving Data
- » Define Indexes
- » Understand the process of Importing and Exporting Data
- » Understand the fundamentals of port numbers
- » Work with logs



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### COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises


### 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

- » Overview of BMC Remedy AR System
- » Fundamentals of Remedy AR System which include:
  - Platform Overview
  - Features
  - Licensing Overview
  - Access Control Overview
  - Application Development Overview
  - Archiving Overview
- » Understanding the system architecture which includes:
  - Architectural Overview
  - Remedy AR System Architecture
  - Remedy Mid Tier Architecture
  - Common Configuration Settings

### Module 2: Administration

- » Understanding AR System Administration which includes:
  - The role of a Remedy AR System administrator
- » Navigating AR System Server Information and Centralized Configuration which includes:
  - How to back up and restoring centralized configuration settings
  - Understand centralized configuration system forms
  - Navigate the AR System Administration Console
  - Use the Server Information form to configure the AR System server
- » Configuring BMC Remedy Mid Tier which includes:
  - Basic Mid Tier Settings using the Mid Tier Configuration tool
- » Navigate Centralized User Preferences which includes:
  - Identifying the types of preference forms for centralized preferences
  - Accessing Preference forms for centralized preferences
  - Establishing a preference server

- Setting the AR System user preference form
- Setting user preferences in the BMC Remedy Mid Tier

### Module 3: Access Control

- » Understanding Remedy AR System Access Control which includes:
  - Defining the administrator security role
  - Creating and managing users and groups, and mapping roles in Remedy AR System
  - Defining the sub-administrator security role
  - Describing the restrictions when logging in to a Remedy AR System Server
  - Explaining row-level access control
  - Understanding permissions of Centralized Configuration components
  - Identifying user form access
- » Defining the Remedy AR System User Base

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### Module 4: Advanced Administration

- » Describe the fundamentals of Email Engine
- » Explaining the Fundamentals of Full Text Search (FTS)
- » Understanding how FTS works
- » Work with Ports and Queues

### Module 5: Forms and Fields

- » Understanding Forms and Fields which includes:
  - Identifying the Types of Forms
  - Setting Form Properties in Base Development Mode and Best Practice Customization Mode
  - Identifying the Types of Form Views
  - Understanding the Basic Field Types

### Module 6: Managing Data

- » Understanding Audit and Archive of Data
- » Understanding Indexing of Data
- » Understanding how to Import and Export Data

### Module 7: Maintaining Performance and Working With Logs

- » Working with logs which includes:
  - Explaining BMC Remedy Mid Tier Logging
  - Viewing Logs from the BMC Remedy Mid Tier Configuration Tool
  - Logging and Monitoring AR System Server
  - Enabling Logs for Performance Issues
  - Identifying the Types of Logs
  - Managing Logs for Server Group
  - Gathering Information for BMC Remedy AR System Support
  - Collecting Mid Tier Information