



BMC AR System 22.x: Fundamentals Administering - Part 2 (SPT)

COURSE ABSTRACT

COURSE CODE

- » SPPT-ARS2-2210-SPT

APPLICABLE VERSIONS

- » BMC AR System 22.1.06

DELIVERY METHOD

- » Self-Paced Training (SPT)
 - Product community for questions and answers
 - Course recording via Web-based Training

VIRTUAL LAB ACCESS

- » This class has an optional component of 3 hands-on lab days (18 hours) and an eBook. You may request an Education Lab Voucher (ELV) within the course curriculum to gain access to these resources. If your organization has available lab days remaining for the Enterprise Education Subscription, you will receive an email with your eBook and lab details within 1 business day
- » With an Enterprise Education Subscription, an organization has access to a limited number of hands-on lab days annually. These lab days are shared between all employees of the organization. Additional hands-on lab days may be purchased in the event your organization has exceeded the allotted lab days for an Enterprise Education Subscription. Contact the Training Coordinator for BMC Training in your organization or education@bmc.com for assistance.

COURSE DURATION

- » Equal to 3 Days

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

This course will help you dive into deeper concepts and technical aspects of AR System. It also provides students with the information and hands-on lab exercises for administering AR System. This course combines classroom instruction with laboratory exercises to guide students through the basic concepts of the BMC AR System. Students will develop skills in product administration.

IMPORTANT: This Self-Paced Training (SPT) course contains only a course instructor video that includes a demonstration of recorded lab exercises.

This course offers closed captioning in five additional languages: French, Spanish, Deutsch, Portuguese and Italian. The multi-lingual closed captioning is generated using artificial intelligence (AI) and machine translation so that more customers can benefit from our courses.

Target Audience

- » Administrators
- » Developers

Learner Objectives

- » Explain the fundamentals of the AR System
- » Explain the BMC Helix Innovation Suite Architecture
- » Understand Centralized Configuration system forms
- » Navigate the AR System Administration Console
- » Navigate the AR System Server Group Console
- » Explaining row-level access control
- » 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
- » Understand AR System Licensing
- » Managing Logs from the AR Server Group Console

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. ©2024 BMC Software, Inc. All rights reserved.



BMC AR System 22.x: Fundamentals Administering - Part 2 (SPT)

COURSE ABSTRACT

RECOMMENDED PREREQUISITES

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

COURSE ACTIVITIES

- » Video Coaching
- » Community Access


BMC AR SYSTEM LEARNING PATH

- » <https://www.bmc.com/education/courses/remedy-service-management-suite-training.html>

CERTIFICATION PATH

- » This course is part of the 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

- » Provide an overview of BMC Helix Innovation Suite, which includes:
 - Product Components
 - Benefits
- » Describe the BMC Helix IT Service Management Namespaces
- » Explain the BMC Helix Innovation Suite Architecture
- » Explain the Fundamentals of the AR System
- » Describe the AR System Architecture

Module 2: Administration

- » Explain the role of an AR System administrator
- » Understand Centralized Configuration
- » Navigate the AR System Server Group Console
- » Configure basic Mid Tier Settings using the Mid Tier Configuration tool
- » Setting the AR System user preference form

- » Setting user preferences in the Mid Tier

Module 3: Access Control

- » Understand AR System access control, which includes:
 - Managing users, groups, and roles in the AR System
 - Explaining row-level access control
 - Using Permissions Inheritance
- » Understand AR System Licensing, which includes:
 - Adding and removing licenses
 - Viewing the License Report
 - Identifying the Types of User Licenses
 - Understanding the Submitter Modes
 - Releasing Users with Floating Users

Module 4: Advanced Administration

- » Describe the fundamentals of Full Text Search (FTS), which includes:
 - Benefits of FTS
 - Enabling FTS

- Setting up FTS to search across multiple forms

- » Describe the fundamentals of the Email Engine
- » Work with Ports and Queues

Module 5: Managing Data

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

Module 6: Maintaining Performance and Working with Logs

- » Managing Logs from the AR Server Group Console
- » Using the Support Assistant Tool

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. ©2024 BMC Software, Inc. All rights reserved.