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

COURSE ABSTRACT

COURSE CODE

» SPPT-ARS2-2210

APPLICABLE VERSIONS

» BMC AR System 22.1.06

DELIVERY METHOD 🌐

» Instructor-led Training (ILT)

COURSE DURATION

» 3 Days

PREREQUISITES

NA

RECOMMENDED TRAININGS

» BMC AR System 23.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 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.

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
» Managing users, groups, and roles in the AR System
» 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
» Using the Support Assistant Tool

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

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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

CERTIFICATION PATH 🌐

» This course is a 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

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