BMC Remedy AR System 9.0: What's New for Administrators

COURSE ABSTRACT

COURSE CODE

» SPPT-ARWA-0900

PRODUCT RELEASE

» BMC Remedy 9

DELIVERY METHOD 🌐

» Web-based Training (WBT)

COURSE DURATION

» 2 Hours

TARGET AUDIENCE 🌐

» ITSM Application Administrators
» Remedy Application Administrators
» Remedy Developers
» IT Managers

PREREQUISITES

» None

Course Overview

This two-hour course will provide information about the enhancements made in AR System since version 8.0. The course covers everything that you need to know to be a more effective administrator. The intended audience is students who have taken AR System classes in the past and only need to know what has changed. The course will cover topics such as new administrator consoles, configuration tool, troubleshooting, full text search, and upgrading best practices.

This course includes interactive simulations and knowledge checks throughout to prepare the learners to maintain AR System Administrator Accreditation.

IMPORTANT: The **BMC Accredited Administrator: BMC Remedy AR System 9.0** exam is not included with this course and is available at an additional cost for students who have passed the previous version exam. Please contact BMC Education Services with your request. The 9.0 exam includes topics covered in this course and in the *BMC Remedy AR System 9.0: Administering* course. Be prepared to answer questions about administering that are not covered in this course.

Course Objectives

» Learn how to use centralized configuration
» Apply new troubleshooting techniques
» Understand the enhancements made to full text search
» Create a new Developer Studio access model
» Understand the role of the Archive Manager Console

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

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COURSE ACTIVITIES

» Quizzes
» Demonstration
» Product Simulations

ACCREDITATION AND CERTIFICATION PATHS 🌐

» After taking this course, you are eligible to take the **BMC Accredited Administrator: BMC Remedy AR System 9.0 Exam** if you passed the **BMC Accredited Administrator: BMC Remedy AR System 8.0 Exam**.

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: Centralized Configuration
» Centralized Configuration forms
» Configuration Settings

Module 2: Troubleshooting
» New logging functionality
» Dynamic logging
» Plug-in server logs
» Longest running API call log
» New Mid Tier Configuration settings

Module 3: Full Text Search
» Identify Enhancements to full text search
» Review new searchable document types
» Explain FTS high availability option
» Review enhancements to indexing

Module 4: Upgrades
» Review the concept of Overlays
» Understand new access control best practices for Developer Studio
» Explain how to "call home" to BMC

Module 5: Archiving
» Describe the role of the Archive Manager Console (AMC)
» Describe how to enforce an archive policy
» How to enable and disable archiving
» Exporting and removing data using the AMC

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