



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

COURSE ABSTRACT

COURSE CODE

- » SPPT-ARWD-0900

PRODUCT RELEASE

- » BMC Remedy 9

DELIVERY METHOD

- » Web-Based Training (WBT)

COURSE DURATION

- » 2 Hours

TARGET AUDIENCE

- » Remedy Application Developers

PREREQUISITES

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

Course Overview

This two-hour course will provide information about the enhancements made in the AR System platform since version 8.0 for Developers. By taking this course, you will gain the knowledge necessary to take advantage of new features that were added to Remedy 9 to enhance the user and developer experience.

The course will teach you what has changed about Mid Tier caching so that you can speed up your development process. It will explain the purpose of the Best Practice Customization mode and the advantage of using it. The course demonstrates changes to the form object by explaining the enhanced archive capabilities available in Remedy 9. You will learn when and how to create association objects and why they are important. POSTMAN is introduced as a tool that will allow you to update records. By the end of this course, you will feel comfortable using the new features added in Remedy 9 in your development work.

Course Objectives

- » Understanding changes to Mid Tier Caching
- » Explaining the tools available that simplify the upgrade process
- » Creating association objects
- » Using REST API to update form data
- » Understanding the changes archive properties in Developer Studio



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COURSE ACTIVITIES

- » Demonstration
- » Product Simulations

ACCREDITATION AND CERTIFICATION PATHS

- » After taking this course, you are eligible to take the **BMC Certified Professional: BMC Remedy AR System Development 9.1 Upgrade Exam** if you passed the **BMC Certified Developer: BMC Remedy AR System 8.0** practical 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: Mid Tier Caching

- » Changes to browser caching
- » New cache configuration forms

Module 2: Best Practice Customization Mode (BPCM)

- » Granular Overlays
- » Converting origin objects to custom objects

Module 3: Record Relationships

- » What is a record relationship?
- » Using direct and indirect association objects
- » Removing workflow that enforced cascade delete and replacing it with an association object

Module 4: REST API

- » Define Representative State Transfer (REST)
- » Compare SOAP and REST
- » Describe authentication requirements
- » Utilize POSTMAN to PUT, GET, UPDATE, and DELETE

Module 5 Archiving

- » Understand the changes, in Developer Studio, to the archive properties that you can configure