



BMC Helix IT Service Management Suite: Education Enterprise Solution Subscription

COURSE ABSTRACT

CURRICULUM CODE

- » SPPT-ENT-SUBS-ITSM-SOL

DELIVERY METHOD

- » Web-based Training (WBT)
- » Self-Paced Training (SPT)
- » Videos
- » Certifications
- » Skills Assessments

Subscription Overview

BMC Helix ITSM is a powerful service management platform that improves IT service delivery. The intuitive user experience is built around roles, to help you be more productive with less effort.

This subscription provides a deep dive into the components and features of AR System, BMC Helix ITSM, Smart IT, BMC Helix Digital Workplace, BMC Helix CMDB, BMC Helix Dashboards, and Innovation Studio.

Using examples, demonstrations, and scenarios, the content of the online education subscription provides an overview of BMC Helix ITSM as well as detailing the use and administration of the solution.

Note: This content is part of an annual subscription and is regularly updated and changed, without notice, based on product updates, improvements, and additions. During the duration of the subscription, users will have access to the latest content without incurring additional fees or being subject to additional registrations.

Target Audience

- » Users
- » Administrators
- » Consultants

Learner Objectives

- » Accessing services, knowledge, and policies across lines of business using BMC Helix Digital Workplace
- » Administering BMC Helix Digital Workplace
- » Customizing the user experience, via bundles, banners, and virtual marketplaces in BMC Helix Digital Workplace
- » Developing, building, deploying, and using applications on cloud (SaaS) and on-premises environments using AR System, a part of the single-tenant BMC Helix Innovation Suite
- » Creating, configuring, customizing, delivering, and managing the IT Service Management requests and functions of your organization using the BMC Helix ITSM suite of applications
- » Administering Helix Virtual Agent, a self-service solution for users to resolve their issues by chatting to support agents.
- » Storing and managing the configuration items (CIs) that represent your IT environment using BMC Helix CMDB.
- » Creating, exporting, and sharing interactive and customizable dashboards using BMC Helix Dashboards

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SUBSCRIPTION OFFERING

Explore the following links to learn more about the BMC Helix ITSM subscription offerings:

- » [BMC Helix ITSM: Enterprise Education Subscription](#)
- » [BMC Helix Digital Workplace: Enterprise Education Subscription](#)
- » [BMC Helix Virtual Agent: Enterprise Education Subscription](#)

SUBSCRIPTION ACTIVITIES

- » Web-based training
- » Videos
- » Demonstrations
- » Scenarios

CERTIFICATION PATH

- » This subscription is part of the BMC Helix ITSM Certification Path

REFERENCE LINKS

Explore the following links to learn more about the BMC Helix ITSM learning path.

- » [BMC Remedy AR System Learning Path](#)
- » [BMC Helix CMDB Learning Path](#)
- » [BMC Helix ITSM Learning Path](#)
- » [BMC Helix Innovation Studio Learning Path](#)

Explore the following link to learn more about BMC Helix ITSM: Enterprise Education Solution Subscription.

- » [Subscription Home Page](#)