

BMC Helix IT Service Management: Education Enterprise Subscription - Web- Based

[BMC Education >](#)

Course Code: SPPT-ENT-SUBS-ITSM-WBT



Delivery

- Web-based Training (WBT)
- Exam



Target

- Users
- Administrators
- Consultants

Subscription Overview

BMC Helix IT Service Management 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.

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.

Learner Objectives

SERVICE MANAGEMENT

- Accessing services, knowledge, and 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
- 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

BMC Helix IT Service Management: Education Enterprise Subscription - Web- Based



ABSTRACT

[BMC Education](#)

Course Code: SPPT-ENT-SUBS-ITSM-WBT

Reference Links

Explore the following links to learn more about the learning paths of various Service Management products.

- [BMC Remedy AR System Learning Path](#)
- [BMC Helix CMDB Learning Path](#)
- [BMC Helix ITSM Learning Path](#)
- [BMC Helix Digital Workplace Learning Path](#)
- [BMC Helix Business Workflows Learning Path](#)

Offerings

Course Name	Duration	Delivery Method (WBT, Exam)
-------------	----------	--------------------------------

SERVICE MANAGEMENT

HelixGPT		
Course Name	Duration	Delivery Method (WBT, Exam)
BMC HelixGPT 23.x: Fundamentals Concepts (WBT)	2 hours	WBT
BMC Certified Associate: HelixGPT 23.x for Users Online Exam	2 hours	Exam
BMC Certified Associate: HelixGPT 25.x Administering for Service Management Online Exam	2 hours	Exam

BMC AR SYSTEM

BMC Helix IT Service Management: Education Enterprise Subscription - Web- Based



ABSTRACT

[BMC Education >](#)

Course Code: SPPT-ENT-SUBS-ITSM-WBT

Course Name	Duration	Delivery Method (WBT, Exam)
BMC AR System 20.x: Fundamentals Administering - Part 1 (WBT)	2 hours	WBT
BMC AR System 21.x: Enhancements for Administering (WBT)	30mins	WBT
BMC AR System 23.x: Fundamentals Administering - Part 1 (WBT)	2 hours	WBT
BMC Certified Associate: AR System 20.x for Developers Online Exam	2 hours	Exam
BMC Certified Associate: AR System 22.x for Administrators Online Exam	2 hours	Exam

BMC HELIX BUSINESS WORKFLOWS

BMC Helix Business Workflows 21.x: Fundamentals Using (WBT)	3 hours	WBT
BMC Helix Business Workflows 23.x: Fundamentals Using (WBT)	4 hours	WBT
BMC Helix for HR Service Management 23.x: Fundamentals Concepts (WBT)	1 hour	WBT
BMC Certified Associate: Helix Business Workflows 21.x for Administrators Online Exam	2 hours	Exam

BMC Helix CMDB

BMC Helix IT Service Management: Education Enterprise Subscription - Web- Based



ABSTRACT

[BMC Education >](#)

Course Code: SPPT-ENT-SUBS-ITSM-WBT

Course Name	Duration	Delivery Method (WBT, Exam)
BMC Helix CMDB 20.x: Fundamentals Administering - Part 1 (WBT)	3 hours	WBT
BMC Helix CMDB 21.x: Enhancements for Administering (WBT)	30mins	WBT
BMC Helix CMDB 22.x: Fundamentals Administering - Part 1 (WBT)	3 hours	WBT
BMC Certified Associate: Helix CMDB 20.x for Administrators Online Exam [Spanish]	2 hours	Exam
BMC Certified Associate: Helix CMDB 20.x for Administrators Online Exam	2 hours	Exam
BMC Certified Associate: Helix CMDB 22.x for Administrators Online Exam	2 hours	Exam

BMC HELIX DIGITAL WORKPLACE

BMC Helix Digital Workplace 22.x: Fundamentals Using (WBT)	3 hours	WBT
BMC Helix Digital Workplace 23.x: Fundamentals Using (WBT)	3 hours	WBT
BMC Helix Digital Workplace Basic 21.x: Enhancements for Administering (WBT)	30 mins	WBT
BMC Helix Digital Workplace Advanced 21.x: Enhancements for Administering (WBT)	30 mins	WBT

BMC Helix IT Service Management: Education Enterprise Subscription - Web- Based



ABSTRACT

[BMC Education](#)

Course Code: SPPT-ENT-SUBS-ITSM-WBT

Course Name	Duration	Delivery Method (WBT, Exam)
BMC Helix Digital Workplace Catalog 21.x: Fundamental Concepts (WBT)	3 hours	WBT
BMC Helix Digital Workplace Catalog 22.x: Fundamental Concepts (WBT)	3 hours	WBT
BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows - Part 1 (WBT)	3 hours	WBT
BMC Certified Associate: Helix Digital Workplace 22.x for Basic License Administrators Online Exam	2 hours	Exam
BMC Certified Associate: Helix Digital Workplace 23.x Fundamentals Designing Studio Online Exam	2 hours	Exam
BMC Certified Associate: Helix Digital Workplace Advanced 20.x Online Exam	2 hours	Exam
BMC Certified Associate: Helix Digital Workplace Advanced 20.x Online Exam [Spanish]	2 hours	Exam
BMC Certified Associate: Helix Digital Workplace Advanced Catalog 20.x Online Exam	2 hours	Exam
BMC Certified Associate: Helix Digital Workplace Advanced Catalog 20.x Online Exam [Spanish]	2 hours	Exam

BMC HELIX INNOVATION STUDIO

BMC Helix Innovation Studio 22.x: Fundamentals Developing (WBT)	2 hours	WBT
---	---------	-----

BMC Helix IT Service Management: Education Enterprise Subscription - Web- Based



ABSTRACT

[BMC Education](#)

Course Code: SPPT-ENT-SUBS-ITSM-WBT

Course Name	Duration	Delivery Method (WBT, Exam)
BMC Helix Innovation Suite 21.x: Enhancements for Administering and Developing (WBT)	1 hour	WBT
BMC Certified Associate: Helix Innovation Studio 22.x for Administrators Online Exam	2 hours	Exam
BMC Certified Associate: Helix Innovation Studio 22.x for Developers Online Exam	2 hours	Exam
BMC Certified Associate: Helix Innovation Studio 23.x for Developers Online Exam	2 hours	Exam

BMC Helix ITSM

BMC Helix ITSM - Asset Management 19.X: Fundamentals Using (WBT)	7 hours	WBT
BMC Helix ITSM - Change Management 19.X: Fundamentals Using (WBT)	7 hours	WBT
BMC Helix ITSM - Incident Management 19.x: Fundamentals Using (WBT)	5 hours	WBT
BMC Helix ITSM - Knowledge Management 19.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Helix ITSM - Problem Management 19.x: Fundamentals Using (WBT)	3 hours 30 mins	WBT
BMC Helix ITSM - Asset Management 20.x: Fundamentals Using (WBT)	7 hours	WBT

BMC Helix IT Service Management: Education Enterprise Subscription - Web- Based



ABSTRACT

[BMC Education](#)

Course Code: SPPT-ENT-SUBS-ITSM-WBT

Course Name	Duration	Delivery Method (WBT, Exam)
BMC Helix ITSM - Change Management 20.x: Fundamentals Using (WBT)	7 hours	WBT
BMC Helix ITSM - Incident Management 20.x: Fundamentals Using (WBT)	5 hours	WBT
BMC Helix ITSM - Problem Management 20.x: Fundamentals Using (WBT)	4 hours	WBT
BMC Helix ITSM 19.x: Fundamentals Administering - Part 1 (WBT)	6 hours	WBT
BMC Helix ITSM 20.x: Fundamentals Administering - Part 1 (WBT)	6 hours	WBT
BMC Helix ITSM 22.x: Fundamentals Administering - Part 1 (WBT)	4 hours	WBT
BMC Helix ITSM Insights 21.x: Fundamentals Using (WBT)	1 hour	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals of Knowledge Management (WBT)	1 hour	WBT
BMC Helix ITSM - Smart IT 19.x: Fundamentals Using (WBT)	3 hours 30 mins	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using (WBT)	4 hours	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Asset Management (WBT)	3 hours	WBT

BMC Helix IT Service Management: Education Enterprise Subscription - Web- Based



ABSTRACT

[BMC Education](#)

Course Code: SPPT-ENT-SUBS-ITSM-WBT

Course Name	Duration	Delivery Method (WBT, Exam)
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Change Management (WBT)	6 hours	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Incident Management (WBT)	5 hours	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Release Management (WBT)	1 hour	WBT
BMC Helix ITSM - Smart IT 21.x: Fundamentals Using (WBT)	4 hours	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Change Management (WBT)	6 hours	WBT
BMC Helix ITSM - Smart IT 22.x: Fundamentals Using (WBT)	4 hours	WBT
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Helix ITSM Insights 23.x: Fundamentals Using (WBT)	1.5 hours	WBT
BMC Certified Associate: Helix ITSM - Smart IT 20.x Online Exam	2 hours	Exam
BMC Certified Associate: Helix ITSM - Smart IT 20.x Online Exam [Spanish]	2 hours	Exam

BMC Helix IT Service Management: Education Enterprise Subscription - Web- Based



ABSTRACT

[BMC Education](#)

Course Code: SPPT-ENT-SUBS-ITSM-WBT

Course Name	Duration	Delivery Method (WBT, Exam)
BMC Certified Associate: Helix ITSM - Smart IT 21.x Developing Progressive Web Applications Online Exam	2 hours	Exam
BMC Certified Associate: Helix ITSM - Smart IT 21.x for Administrators Online Exam	2 hours	Exam
BMC Certified Associate: Helix ITSM - Smart Reporting 19.x Online Exam	2 hours	Exam
BMC Certified Associate: Helix ITSM - Smart Reporting 20.x Designing Online Exam	2 hours	Exam
BMC Certified Associate: Helix ITSM - Smart Reporting 20.x for Administrators Online Exam	2 hours	Exam
BMC Certified Associate: Helix ITSM 20.x for Administrators Online Exam	2 hours	Exam
BMC Certified Associate: Helix ITSM 20.x for Administrators Online Exam [Spanish]	2 hours	Exam
BMC Certified Associate: Helix ITSM 22.x for Administrators Online Exam	2 hours	Exam
BMC HELIX DASHBOARDS		
BMC Helix Dashboards 21.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Helix Dashboards 23.x: Fundamentals Migrating Reports (WBT)	2 hours	WBT
BMC Helix Dashboards 23.x: Fundamentals Using (WBT)	3 hours	WBT

BMC Helix IT Service Management: Education Enterprise Subscription - Web- Based



ABSTRACT

[BMC Education](#)

Course Code: SPPT-ENT-SUBS-ITSM-WBT

Course Name	Duration	Delivery Method (WBT, Exam)
BMC Helix Dashboards: Overview (WBT)	1 hour	WBT
BMC Certified Associate: Helix Dashboards 23.x Designing for Service Management Online Exam	2 hours	Exam
BMC Certified Associate: Helix Dashboards 24.x Designing for Service Management Online Exam	2 hours	Exam

BMC HELIX IT SERVICE MANAGEMENT: MIGRATION

BMC Helix Data Manager 21.x: Fundamentals Migrating Data - Part 1 (WBT)	3 hours	WBT
BMC Helix IT Service Management: BMC Helix Migration Overview (WBT)	30 mins	WBT
BMC Helix IT Service Management: Planning the Migration (WBT)	30 mins	WBT
BMC Helix IT Service Management: Activation Tasks (WBT)	1 hour	WBT
BMC Helix IT Service Management: Customizations Migration and Development Tasks (WBT)	30 mins	WBT
BMC Helix IT Service Management: Initial Data Migration, Unit Testing and Delta Data Migration - EC1 (WBT)	1 hour	WBT
BMC Helix IT Service Management: UAT, Resolving Issues and Packaging Fixes (WBT)	30 mins	WBT
BMC Helix IT Service Management: Pre-final Data Migration, Delta Data Migration - EC2 and Go-Live (WBT)	1 hour	WBT

BMC Helix IT Service Management: Education Enterprise Subscription - Web- Based



ABSTRACT

[BMC Education >](#)

Course Code: SPPT-ENT-SUBS-ITSM-WBT

Course Name	Duration	Delivery Method (WBT, Exam)
BMC Certified Associate: Helix IT Service Management Migration Online Exam	2 hours	Exam
BMC Certified Associate: Helix Data Manager 21.x for Administrators Online Exam	2 hours	Exam
BMC HELIX IT SERVICE MANAGEMENT: ONBOARDING		
BMC Helix IT Service Management: Onboarding - Overview (WBT)	30 mins	WBT
BMC Helix IT Service Management: Onboarding - Activation Tasks (WBT)	1 hour	WBT
BMC Helix IT Service Management: Onboarding - Planning (WBT)	30 mins	WBT
BMC HELIX IT SERVICE MANAGEMENT: DEPLOYMENT		
BMC Helix IT Service Management: Planning On-Premises Deployment (WBT)	30 mins	WBT
BMC Helix IT Service Management: Setting up Database (WBT)	40mins	WBT
BMC Helix IT Service Management: Preparing for Installation (WBT)	1 hour	WBT
BMC Helix IT Service Management: Setting up BMC Deployment Engine (WBT)	1 hour 30 mins	WBT
BMC Helix IT Service Management: Performing Deployment (WBT)	2 hours 30 mins	WBT

BMC Helix IT Service Management: Education Enterprise Subscription - Web- Based



ABSTRACT

[BMC Education >](#)

Course Code: SPPT-ENT-SUBS-ITSM-WBT

Course Name	Duration	Delivery Method (WBT, Exam)
BMC Helix IT Service Management: Post Deployment Configuration (WBT)	20 mins	WBT
BMC Certified Associate: Helix IT Service Management Container Deployment 21.x Online Exam	2 hours	Exam
BMC REMEDYFORCE AND BMC HELIX REMEDYFORCE		
BMC Remedyforce: Fundamentals for Administrators - Part 1 (WBT)	2 hours	WBT
BMC Remedyforce: Fundamentals of Change Management & Release Management (WBT)	2 hours	WBT
BMC Remedyforce: Fundamentals of Incident Management & Problem Management (WBT)	2 hours	WBT
BMC Remedyforce: Fundamentals of Mobile Application (WBT)	1 hour 30 mins	WBT
BMC Remedyforce: Fundamentals of Reports and Dashboards for Administrators (WBT)	30 mins	WBT
BMC Remedyforce: Fundamentals of Self Service Portal (WBT)	1 hour	WBT
BMC Remedyforce: Fundamentals of Service Level Management (WBT)	1 hour	WBT
BMC Remedyforce: Fundamentals of Service Level Management for Administrators (WBT)	30 mins	WBT
BMC Remedyforce: Fundamentals of Service Request Management (WBT)	30 mins	WBT

BMC Helix IT Service Management: Education Enterprise Subscription - Web- Based



ABSTRACT

[BMC Education](#)

Course Code: SPPT-ENT-SUBS-ITSM-WBT

Course Name	Duration	Delivery Method (WBT, Exam)
BMC Remedyforce: Fundamentals of Service Request Management for Administrators (WBT)	30 mins	WBT
BMC Remedyforce: Fundamentals QuickViews and Dashboard Management (WBT)	2 hours	WBT
BMC Remedyforce: Fundamentals Reports and Dashboards (WBT)	2 hours	WBT
BMC Helix Remedyforce 21.x: Fundamentals of Incident Management & Problem Management (WBT)	2 hours	WBT
BMC Helix Remedyforce 21.x: Fundamentals of Service Request Management for Administrators (WBT)	2 hours	WBT
BMC Helix Remedyforce: Fundamentals for Administrators - Part 1 (WBT)	2 hours	WBT
BMC Helix Remedyforce: Fundamentals of Configuration Management - Part 1 (WBT)	1 hour	WBT
BMC Helix Remedyforce: Fundamentals of Configuration Management - Part 2 (WBT)	1 hour 30 mins	WBT
BMC Certified Associate: Helix Remedyforce Online Exam	2 hours	Exam
BMC Certified Associate: Remedyforce Online Exam	2 hours	Exam
BMC Helix Remedyforce: Fundamentals of Configuration Management - Part 1 (WBT)	1 hour	WBT
BMC Helix Remedyforce: Fundamentals of Configuration Management - Part 2 (WBT)	1 hour 30 mins	WBT

BMC Helix IT Service Management: Education Enterprise Subscription - Web- Based



ABSTRACT

[BMC Education](#)

Course Code: SPPT-ENT-SUBS-ITSM-WBT

Course Name	Duration	Delivery Method (WBT, Exam)
BMC Certified Associate: Helix Remedyforce Online Exam	2 hours	Exam
BMC Certified Associate: Remedyforce Online Exam	2 hours	Exam
BMC SERVICE REQUEST MANAGEMENT		
BMC Service Request Management 9.x: Fundamentals for Users (WBT)	2 hours	WBT
BMC WORK ORDER MANAGEMENT		
BMC Work Order Management 9.x: Fundamentals for Users (WBT)	2 hours	WBT
OTHERS		
BMC Helix Portal: Overview (WBT)	30 mins	WBT
BMC Helix Multi-Cloud Service Management 20.x: Fundamentals Administering (WBT)	4 hours 30 mins	WBT
BMC Helix Cloud Security 21.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Excellence: Understanding the Agile Methodology (WBT)	30 mins	WBT

BMC Helix IT Service Management: Education Enterprise Subscription - Web- Based



ABSTRACT

[BMC Education](#) 

Course Code: SPPT-ENT-SUBS-ITSM-WBT

BMC Helix iPaaS 21.x: Fundamentals Integrating (WBT)	2 hours	WBT
--	---------	-----