



# BMC Remedy AR System: Essential Subscription - Administrators & Consultants

## COURSE ABSTRACT

### CURRICULUM CODE

» SPPT-ESS-EUBS-ARS

### DELIVERY METHOD

- » Subscription-based:
  - Web-based Training (WBT)
  - Instructor-led Training (ILT)
  - Assisted Self-paced Training (ASP)
  - Certification (CERT)

## Subscription Overview

BMC Remedy AR System is a professional development environment that leverages the recommendations of the IT Infrastructure Library (ITIL) and provides a foundation for Business Service Management (BSM) solutions.

Applications built with BMC Remedy AR System can automatically track anything that is important to the processes in your enterprise. Companies use BMC Remedy AR System applications to track such diverse items as stock trades, benefits data, inventory assets, spare parts, and order fulfillment. One of the most common uses of BMC Remedy AR System is to automate internal service desks.

Using examples, demonstrations, and scenarios, the content of the online education subscription provides an overview of Remedy AR System and details the use of this solution to identify and remediate system vulnerabilities.

**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

- » Administrators
- » Consultants

## Learner Objectives

- » Describe the BMC AR System Platform and its relationship to BMC Applications
- » Describe the architectural design of BMC Remedy AR System
- » Review installation requirements
- » Describe the relationship between the People, Users, Groups, and Roles Forms
- » Learn basic terminology
- » Navigate the ITSM Customizable Home Page, administrative consoles, and Approval Central
- » Understand the Access Control Model
- » Utilize Data Management Tools
- » Review Full Text Search capabilities
- » Explain configuring and monitoring options » Describe logging options
- » Utilize the right troubleshooting method
- » Effectively utilize the BMC Knowledge Base and social media tools
- » Search, create, and modify requests

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### SUBSCRIPTION ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises
- » Demonstration
- » Scenarios

### ACCREDITATION AND CERTIFICATION PATHS


- » This subscription is part of the BMC Remedy AR System Certification Path

### REFERENCE LINKS

Explore the following links to learn more the learning path and subscription options.

- » [Learning Path](#)
- » [Subscription Home Page](#)
- » [Graphical Learning Path](#)

### DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » [Contact us for additional information](#) 

## Offerings

Course Name	ASP	ILT	WBT	CERT
BMC Remedy AR System 9.1: Concepts			✓	
BMC Remedy AR System 9.0: Administering	✓	✓		
BMC Certified Associate: Remedy AR System 9.0 Online Exam				✓

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