



## COURSE ABSTRACT

### CURRICULUM CODE

- » SPPT-ESS-SUBS-BHXO

### DELIVERY METHOD

- » Subscription-based
  - Web-based Training (WBT)

## Subscription Overview

BMC Helix is a portfolio of SaaS offerings delivering cognitive service management (CSM) that is fast, accurate, and cost-effective, across multi-cloud, multi-device, and multi-channel environments.

In this series of recordings, you will be introduced to a variety of topics and content that explains and discusses the different aspects of the onboarding process.

Using examples, demonstrations, and scenarios, the content of the online education subscription provides an overview of BMC Helix IT Service Management Onboarding for net new customers.

**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
- » Users

## Learner Objectives

- » Describe the seven stages to complete the Onboarding process
- » Discuss the tools required in the Onboarding process
- » List the documents required for planning Onboarding
- » Explain the Activation tasks required for the Onboarding process
- » Discuss the various development activities related to different applications
- » Explain the configurations and integrations for BMC products and Third-Party applications
- » Perform data loading activities through the Application Administration console, Data Management console and manually
- » Perform UAT and obtain sign-off
- » Perform Go-Live activities



# BMC Helix IT Service Management Onboarding: Essential Subscription

## COURSE ABSTRACT

### SUBSCRIPTION ACTIVITIES

- » Scenarios

### CERTIFICATION PATH

- » This subscription is not part of a BMC Certification Path

### DISCOUNT OPTIONS

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

## Section 1 Offerings: Onboarding to BMC Helix ITSM

Course Name		Duration	ASP	ILT	WBT	CERT
BMC Helix IT Service Management: Onboarding - Overview (WBT)	This course provides an overview of the onboarding process to BMC Helix ITSM. The course will cover all the stages briefly, along with the key entities responsible for the activities carried out at those stages.	30 mins			✓	
BMC Helix IT Service Management: Onboarding - Activation Tasks (WBT)	This course explains the provision and implementation plan and activation stages of BMC Helix ITSM in detail.	1 hour			✓	
BMC Helix IT Service Management: Onboarding - Planning (WBT)	This course describes the key activities carried out in the onboarding planning stage, i.e., preparing implementation planning documentation and developing a project plan.	30 mins			✓	
BMC Helix IT Service Management: Onboarding - Development Activities (WBT)	This course describes the various development activities that can be included during the onboarding process to BMC Helix ITSM. It lists all the possible development tasks and the methods for saving the development work done using different tools or applications. The course also describes possible integrations with other BMC applications or third-party applications.	1 hour			✓	

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