



# BMC Helix ITSM: Essential Subscription - Administrators

## COURSE ABSTRACT

### CURRICULUM CODE

» SPPT-ESS-SUBS-ITSM

### DELIVERY METHOD

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

## Subscription Overview

BMC Helix ITSM is a powerful, industry leading service management platform and fueling your IT transformation with intelligent, people-centric user experiences that helps you work smarter. BMC Helix ITSM streamlines and automates the processes around IT service desk, asset management, and change management operations. It also enables you to link your business services to your IT infrastructure to help you manage the impact of technology changes on business and business changes on technology — in real time and into the future.

Using examples, demonstrations, scenarios and laboratory exercises the content of the online education subscription help you develop skills in BMC Helix ITSM administration, and configuration and details the use of this solution to identify and remediate system vulnerabilities.

**Note:** This is 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

## Learner Objectives

- » Get Explain the architecture of BMC Remedy ITSM application and list supported platforms
- » View, create, and update product catalog entries, operational catalog, and generic catalog entries
- » Describe ITSM approval processes and the role of administrators in configuring approvals
- » Describe how to use the AR System Archive Manage Console to enable/disable and manage the archive policies and export archived records
- » Define and configure categorization, assignments, notifications, templates, prioritization, task management system, row-level access
- » Configure Service Desk, Change and Release Management and Asset Management
- » Creating service targets, business time segments and business entity
- » BMC Remedy 20.x Smart Reporting with enhanced User Interface, benefits and functional areas
- » Audit reports for Administrators and how to import audit reports
- » Import content in BMC Remedy Smart Reporting with user-friendly interface
- » Configure row-level security for reports using Access Filters
- » Configure BMC Remedy Smart Reporting log settings
- » Perform the steps to resolve or troubleshoot the most commonly found errors
- » Get certified to implement, operate and support BMC Helix Digital Workplace Catalog

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### SUBSCRIPTION ACTIVITIES

- » Simulations, Demonstrations

### ACCREDITATION AND CERTIFICATION PATHS


- » This subscription includes the full in BMC Helix ITSM Certified Associate Certification Path.

### REFERENCE LINKS

Explore the following links to learn more about in BMC Helix IT Service Management learning path and subscription options.

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

### DISCOUNT AND OTHER OPTIONS

- » Have multiple students? Contact us to discuss volume discounts for multiple individual subscriptions.
- » Need customized and onsite deliveries? Contact us to discuss hosting a private class for your organization.
- » [Contact us for additional information](#) 

## Offerings

### WBT Course: BMC Helix ITSM 20.x: Fundamentals Administering - Part 1

- » Explain the architecture of BMC Remedy ITSM application and list supported platforms
- » Describe ITSM foundation data and concepts
- » Describe Job Console, Onboarding Utility Wizard, and Data Wizard
- » Create and configure companies, organizational structures, and sites
- » Describe the purpose of permission groups and functional roles for ITSM application
- » Configure and administer People records
- » View, create, and update product catalog entries, operational catalog, and generic catalog entries
- » Define auto-assignment settings using operational and product catalog settings
- » Describe the types of tasks, task groups, and task templates that can be defined

- » Describe ITSM approval processes and the role of administrators in configuring approvals
- » Describe the SLM process and how to create request-based Service Targets
- » Describe how to use the AR System Archive Manage Console to enable/disable and manage the archive policies and export archived records

### ILT Course: BMC Helix ITSM 20.x: Fundamentals Administering - Part 2

- » Describe ITSM application usage processes and roles
- » Identify ITSM architecture components
- » Find out how Digital Workplace and Smart IT Interface appear
- » Create and configure companies, organizations, and locations
- » Define and configure categorization, assignments, notifications, templates, prioritization, task management system, row-level access

- » Use the Data Management Job Console, Onboarding Wizard, Unified Data Management and Data Wizard
- » Configure Service Desk, Change and Release Management and Asset Management
- » Identify the ITSM Archiving process
- » Identify the roles associated with Service Level Management
- » Creating service targets, business time segments and business entity

### Certifications:

#### BMC Certified Associate: Helix ITSM 20.x for Administrator Online Exam

The BMC Certified Associate for Helix ITSM Certification Exam will validate the technical competencies needed to successfully deploy, operate and administer out-of-the-box (OOTB) baseline functionality for Helix ITSM

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