



## COURSE ABSTRACT

### CURRICULUM CODE

» SPPT-ESS-SUBS-RF20

### DELIVERY METHOD

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

## Subscription Overview

BMC Helix Remedyforce is a cloud-enabled IT Service Management solution that delivers service desk, self-service, and inventory management capabilities. The solution is hosted on the Software as a Service (SaaS) Force.com platform from Salesforce.

Using examples, demonstrations, and scenarios, the content of the online education subscription provides an overview of BMC Helix Remedyforce 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

- » Create and manage users in BMC Remedyforce
- » Assign licenses and permission sets to users
- » Manage profiles and passwords
- » Configure and manage queues
- » Configure user settings and application settings in BMC Helix Remedyforce
- » Create and link templates
- » Create email services, email templates, organization-wide email addresses, workflow rules, email alerts, and field updates
- » Examine other applications in BMC Helix Remedyforce, including Knowledge Management, Problem Management, Change Management, CMDB and Self Service
- » Learn about Reporting and Dashboard functionality



# BMC Helix Remedyforce: Essential Subscription - Administrators & Consultants

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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 Helix Remedyforce Certification Path

### REFERENCE LINKS

Explore the following link to learn more about the learning path.

- » [Learning Path](#)

### DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » [Contact us for additional information !\[\]\(609f3372828e3526d7ce4ba9a1b5248e\_img.jpg\)](#)

## Offerings

Course Name	ASP	VILT	WBT	CERT
BMC Remedyforce: Fundamentals for Administrators – Part 1			✓	
BMC Remedyforce: Fundamentals for Administrators – Part 2	✓	✓		
BMC Certified Associate: BMC Remedyforce Online Exam				✓
BMC Certified Professional: BMC Remedyforce Online Proctored Exam				✓

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