



BMC Helix Remedyforce: Essential Subscription for Customers Moving to BMC Helix ITSM

COURSE ABSTRACT

CURRICULUM CODE

- » SPPT-ESS-SUBS-RFITSM20

DELIVERY METHOD

- » Web-based Training (WBT)

Subscription Overview

BMC Helix Remedyforce is a cloud-enabled IT Service Management solution that delivers service desk, self-service, and inventory management capabilities.

With the BMC Helix ITSM suite of applications, you can create, configure, customize, deliver, and manage the IT Service Management requests and functions of your organization. BMC Helix ITSM streamlines and automates the processes around IT service desk, asset management, and change management operations.

This subscription focuses on BMC Helix ITSM concepts for customers migrating from BMC Helix Remedyforce to BMC Helix ITSM. It also covers basic concepts related to BMC Helix Digital Workplace.

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

- » Understand the concepts and skills required to incorporate best practices when configuring and administering BMC Helix ITSM applications
- » Get an insight into concepts for administering applications in Remedy AR System
- » Get an overview of concepts related to problem management and change management processes
- » Understand the Common Data Model as well as the processes for the reconciliation and integration of data in the CMDB
- » List the Digital Workplace Basic and Advanced features
- » Understand the basic concepts related to Digital Workplace Catalog



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SUBSCRIPTION ACTIVITIES

» Web-based training

CERTIFICATION PATH

» NA

DISCOUNT OPTIONS

» [Contact us for additional information !\[\]\(6059a5aa8b4ca7bb793408023d6c6e42_img.jpg\)](#)

Offerings

Sr. No.	Course Title	Description	Duration (hours)	ASP	WBT	CERT
1.	BMC Helix ITSM 20.x: Fundamentals Administering - Part 1 (WBT)	Introduces the architecture and common configuration elements of the BMC Helix ITSM applications, including Problem Management, Incident Management, Change Management, Asset Management, and Service Level Management Explains the concepts and skills needed to incorporate best practices when configuring and administering BMC Helix ITSM applications	6		✓	
2.	BMC AR System 20.x: Fundamentals Administering - Part 1 (WBT)	Explains concepts for building the foundation necessary to administer applications in Remedy AR System	2		✓	
3.	BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Incident Management (WBT)	Provides knowledge to easily work with incident management processes Explains the main features of Smart IT including steps to create, assign, update, resolve, and close incident requests	5		✓	
4.	BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Problem Management (WBT)	Provides knowledge to easily work with problem management processes Explains the main features of Smart IT including steps to create, review, and close a problem investigation and a known error	4		✓	
5.	BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Change Management (WBT)	Provides knowledge to easily work with change management processes Explains the main features of Smart IT including change request creation through closure steps	6		✓	
6.	BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Release Management (WBT)	Provides knowledge to work with release management processes, features, and tickets	1		✓	

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Sr. No.	Course Title	Description	Duration (hours)	ASP	WBT	CERT
7.	BMC Helix CMDB 20.x: Fundamentals Administering - Part 1 (WBT)	Introduces fundamentals of using BMC Helix CMDB. Provides information on the Common Data Model as well as the processes for the reconciliation and integration of data in the CMDB Introduces the CMDB Portal dashboard	3		✓	
8.	BMC Helix Digital Workplace 20.x: Fundamentals Using (WBT)	Provides an overview of the Digital Workplace Basic and Advanced features	2		✓	
9.	BMC Helix Digital Workplace 20.x: Fundamentals Catalog Administering - Part 1 (WBT)	Explains basic concepts and benefits of Digital Workplace Catalog Provides information about catalog user roles, services, workflows, bundles, banners, and much more	4		✓	

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