



COURSE ABSTRACT

COURSE CODE

» SPPT-EXP-SUBS

DELIVERY METHOD

- » Subscription-based
 - Web-based Training (WBT)
 - Videos
 - Skills Assessment

Subscription Overview

BMC Remedy Service Management is a powerful service management platform that improves IT service delivery. The intuitive user experience is built around roles, not modules, to help you be more productive with less effort. Modern, mobile interfaces, built-in templates and guides, and instant, actionable insights help you work smarter and faster.

Using examples, demonstrations, and scenarios, the content of the online education subscription provides an overview of BMC Remedy Service Management and details the use of this solution.

IMPORTANT: 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.

After Users have completed the Skills Assessment, an Enablement Guidance session be scheduled by contacting subscription@bmc.com.

Target Audience

- » Administrators
- » Consultants
- » End Users

Learner Objectives

- » Introduction to Remedy IT Service Management applications, including Asset Management, Incident Management, Problem Management, and Change Management
- » Understand the use and environment of BMC Atrium CMDB
- » Review the upgrade process
- » Introduction to the deployment of applications from Remedy AR
- » Describe administration and maintenance best practices
- » Learn how to create a report using Smart Reporting
- » Introduction to the configuration of approvals using BMC Service Request Management
- » Assess your readiness to administer BMC Remedy AR System, BMC Atrium CMDB, BMC Remedy IT Service Management, BMC MyIT, and BMC Remedy with Smart IT

Note: If you need more than an overview about Remedy Service Management, e.g. you want to learn how to operate and administer it, BMC recommends the “BMC Remedy Service Management Core: Ultimate Subscription” and “BMC Remedy Service Management Self Service: Ultimate Subscription” which includes on demand overviews, instructor led and virtual training, assisted self-paced training, hands on lab with practical exercises, expert coaching and even accreditation and certification..



BMC Remedy Service Management: Explore Subscription

COURSE ABSTRACT

COURSE ACTIVITIES

- » Web-based training courses
- » Videos
- » Skills Assessments


REFERENCE LINKS

- » [BMC Remedy AR System Learning Path](#)
- » [BMC Atrium CMDB Learning Path](#)
- » [BMC Remedy IT Service Management Learning Path](#)
- » [BMC Digital Workplace Learning Path](#)
- » [BMC Smart IT Learning Path](#)

ACCREDITATION AND CERTIFICATION PATHS

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

DISCOUNT 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

Web-based Training Courses:

WBT Course 1: BMC Atrium CMDB 9.0: Overview

- » Why CMDB?
- » BMC Atrium CMDB Environment

WBT Course 2: BMC Remedy IT Service Management 9.x: Upgrade Fundamentals

- » Use Cases
- » Project Planning Techniques
- » Upgrade Paths
- » Pre-checks and Steps
- » AR Customization Reconciliation Tool

WBT Course 3: BMC Remedy Change Management 9.0: Overview

- » Introduction to Change Management
- » Accessing the Change Console

WBT Course 4: BMC Remedy Problem Management 9.0: Overview

- » Introduction to Remedy Problem Management
- » Accessing the Problem Console

WBT Course 5: BMC Remedy Incident Management 9.0: Overview

- » Introduction to Remedy Incident Management
- » Accessing the Incident Console

WBT Course 6: BMC Remedy Asset Management 9.0: Overview

- » Introduction to Remedy Asset Management
- » Accessing the Application

Videos:

Video 1: Deployment: Upgrading the BMC Remedy ITSM Suite to version 9.0 - An Overview

- » Demonstration of the different deployment options, including the various components and upgrade paths

Video 2: BMC Remedy AR System – Deploying Customizations in Remedy Applications

- » Use of the BMC Remedy Deployment Application to deliver customizations to Remedy applications

Video 3: BMC Remedy 9.x: End-to-End Demonstration

- » Demonstration of how Remedy 9.x can deliver the Digital Workplace with Service Management

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BMC Remedy Service Management: Explore Subscription

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Video 4: Remedy 9: Remedy ITSM Administration and Maintenance Best Practices

- » Introduction to the best practices for administering and maintaining a BMC Remedy ITSM environment

Video 5: Remedy 9 Upgrade Best Practices Webinar

- » Discussion of pre-installation best practices to avoid potential upgrade problems

Video 6: Smart IT 2.0 Configurability & Customization Webinar

- » Introduction to the features in the BMC Smart IT 2.0 release

Video 7: Connect with Remedy: Smart IT Webinar

- » Overview on BMC Smart IT

Video 8: Connect with Remedy: Smart Reporting Deep Dive Webinar

- » Introduction to Smart Reporting features, functionality, implementation, and deployment

Video 9: Connect with Remedy: Digital Workplace Advanced Installation Overview

- » Review on the installation process for the Digital Workplace Catalog component

Video 10: Connect with Remedy: BMC MyIT: Installation, Configuration, Troubleshooting Webinar

- » Review of the installation for upgrading MyIT, including best practices

Video 11: BMC Smart IT Performance Considerations Webinar

- » Discussion on how to optimize performance of a Smart IT environment

Video 12: BMC Digital Workplace 18.02: Build a service that creates a user in Microsoft Office 365

- » Demonstrates how a catalog administrator builds a service in BMC Digital Workplace Catalog

Video 13: BMC Remedy Smart Reporting 9.0: Creating a report

- » Demonstration on how to create a basic report in Remedy Smart Reporting

Video 14: BMC Remedy ITSM 9.0: Introduction to BMC Remedy Deployment Management Application

- » Introduction to the capabilities of the BMC Remedy AR System Deployment Manager console

Video 15: BMC Remedy AR System 9.1 - Performance Tuning when logging not enable

- » Introduction on how to troubleshoot Remedy AR System performance issues when logging has not been enabled

Video 16: Remedy AR System 9.0: Full Text Search High Availability for Server Groups

- » Introduction to the enhancements to full text search functionality

Video 17: BMC Remedy ITSM 9.1 Process Designer: Create and Manage Request Action

- » Introduction to the create and manage request action feature available in BMC Remedy ITSM Process Designer

Video 18: Deployment: Deploying BMC Remedy 9.0 Shared Services - An Overview

- » Introduction to the concept of BMC Remedy Shared Services

Video 19: BMC Service Request Management 9.1: Configuring target data fields in Service Request Management

- » Introduction on how to configure target data fields in Service Request Management

Video 20: BMC MyIT 3.2 – Configuring BMC Service Request Management approvals for BMC MyIT (Part 1 of 2)

- » Demonstration on how to configure BMC Service Request Management approvals and view them in BMC MyIT

Video 21: BMC MyIT 3.2 – Configuring BMC Service Request Management approvals for BMC MyIT (Part 2 of 2)

- » Demonstration on how to configure BMC Service Request Management approvals and view them in BMC MyIT

Skills Assessments

BMC Remedy AR System 9.1: Skills Assessment

- » Assess Your Readiness to administer the BMC Remedy AR System 9.x application

BMC Atrium CMDB 9.x: Skills Assessment

- » Assess Your Readiness to administer the BMC Atrium CMDB 9.x application

BMC Remedy IT Service Management 9.x: Skills Assessment

- » Assess Your Readiness to administer the BMC Remedy IT Service Management 9.x application

BMC MyIT 3.x: Skills Assessment

- » Assess Your Readiness to administer the BMC MyIT 3.x application

BMC Remedy with Smart IT 1.x: Skills Assessment

- » Assess Your Readiness to administer the BMC Remedy with Smart IT 1.x application