



BMC Helix Data Manager: Fundamentals Migrating Remedyforce Data (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-HDRF-2130

PRODUCT RELEASE

» BMC Helix Data Manager 21.3

DELIVERY METHOD

» Web-based Training (WBT)

COURSE DURATION

» 3 hours

PREREQUISITES

» NA

Course Overview

BMC Helix Data Manager is a high-performance data migration tool designed to enable fast and efficient data migrations of BMC applications such as BMC Helix Innovation Suite, BMC Helix ITSM, BMC Digital Workplace Catalog, Smart IT, BMC Helix Remedyforce, and other relational databases.

In this course, you will discover the source and target systems and understand the underlying database model. It will help you understand the step-by-step process of migrating the Remedyforce data. You will learn about the pre-migration, migration, and post-migration processes with the help of demonstrations.

Target Audience

» Administrators

Learner Objectives

- » Describe the data migration overview
- » Explain the advantages of migrating data using BMC Helix Data Manager
- » Identify the considerations for BMC Helix Remedyforce Data Migration
- » Identify the prerequisites for data migration
- » Describe the pre-migration steps on BMC Helix Remedyforce System
- » Describe the pre-migration steps on BMC Helix Digital Workplace Catalog (DWPC)
- » Describe the pre-migration steps on BMC Helix ITSM System
- » Describe how to perform step-by-step migration of BMC Helix Remedyforce
- » Describe how to run post-migration scripts
- » Describe how to start BMC Helix ITSM after migration
- » Describe how to configure SLAs in BMC Helix ITSM manually after migration
- » Describe how to configure approvals
- » Describe how to delete the staging tables after migration
- » Explain troubleshooting migration issues

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COURSE ACTIVITIES

- » Presentations
- » Demonstrations
- » Course Assessment

ACCREDITATION AND CERTIFICATION PATH

- » NA

DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » **Contact us for additional information** 

Course Objectives

Module 1: Data Migration Overview

- » Data Migration: Overview
- » Introduction to Data Migration
- » Overview of BMC Helix Data Manager
- » Components of BMC Helix Data Manager
- » Advantages of BMC Helix Data Manager
- » Benefits of BMC Helix Data Manager
- » Scope of Migration for BMC Helix Remedyforce Migration
- » Architecture of BMC Helix Data Manager
- » Steps of Pre-Migration Process, Migration Process, and Post-Migration Process
- » Principles of Data Management
- » Putting a Target System on Quiet Mode
- » Performing Gold Build Backup of the Target BMC Helix ITSM System

Module 2: Pre-Migration Process

- » Analysis For Data Enrichment
- » Artifacts for Migration

- » Pre-migration Analysis for Data Enrichment
- » Pre-Migration process on BMC Helix Remedyforce system
- » Need to Perform Pre-Migration Steps on BMC Helix ITSM System
- » Steps to Perform Pre-migration steps on the BMC Helix ITSM system
- » Taking a Gold Build Backup of BMC Helix ITSM System

Module 3: Preparing BMC Helix Data Manager for Migration

- » HDM Migration Process
- » Configure the Source Remedyforce System
- » Discovering Data Dictionary for the Source Remedyforce System
- » Configuring the Target BMC Helix ITSM System
- » Register the Target File System for Import and Export

- » Copying the Migration Pack to the Newly Discovered Source and Target System Data Dictionary
- » Updating the Migration Pack in HDM

Module 4: Performing Data Migration of BMC Helix Remedyforce to BMC Helix ITSM

- » Exporting Data from BMC Helix Remedyforce by Using HDM
- » Importing the Data to BMC Helix ITSM
- » Run The Delta Data (Incremental) Migration Job
- » Running Post-Migration Scripts on BMC Helix ITSM System
- » Configuring Approvals and Approval Mappings
- » Deleting the Staging Tables
- » Reindex the Server after Data Migration
- » Troubleshooting the Migration Issues