



BMC Helix ITSM & CMDB: Ultimate Subscription

COURSE ABSTRACT

CURRICULUM CODE

» SPPT-HLXULT-SUBS

DELIVERY METHOD

- » Subscription-based
 - Web-based Training (WBT)
 - Instructor-led Training (ILT)
 - Virtual Instructor-led Training
 - Assisted Self-paced Training (ASP)
 - Certification
 - Expert Coaching (maximum of 6 hours annually; minimum scheduled appoint duration is 30 minutes)

Subscription Overview

BMC Helix ITSM 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.

BMC Helix Configuration Management Database (CMDB) helps you to consolidate different sources of data into an enterprise-wide view, showing the components physical and logical relationships but also their relationships to business services.

Using examples, demonstrations, and scenarios, the content of the online education subscription provides an overview of BMC Helix ITSM and BMC Helix CMDB as well as detailing the use and administration of both solutions.

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.

Students can schedule up to 6 hours coaching annually. At BMC's discretion or based on customer demand, BMC reserves the right to change expert 1:1 coaching appointments to group coaching calls.

Target Audience

- » Administrators
- » Consultants
- » End Users
- » Operators
- » Support

Learner Objectives

- » Review installation requirements
- » Understand the Access Control Model
- » Review Full Text Search capabilities
- » Explain configuring and monitoring options
- » Describe logging options
- » Utilize the right troubleshooting method
- » Explain CMDB Consumers' requirements to Configuration Managers
- » Understand how IT Service Management (ITSM) consumes CMDB data
- » Describe the Common Data Model
- » Describe best practices for importing, normalizing, and reconciling data
- » Describe ITSM application usage processes and roles
- » Identify ITSM architecture components
- » Create and configure companies, organizations, support groups, people records and locations
- » Introduce BMC Remedy Smart Reporting and list its associated roles
- » Create and work with reports, storyboards, and dashboard tabs
- » Deploy and install BMC Remedy Smart Reporting

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SUBSCRIPTION ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises
- » Quizzes
- » Demonstrations
- » Product Simulations
- » Expert Coaching

CERTIFICATION PATHS

- » This subscription is part of the BMC Helix ITSM and BMC Helix CMDB Certification Path

REFERENCE LINKS

Explore the following links to learn more about Helix ITSM learning path and subscription options.

- » [BMC Remedy AR System Learning Path](#)
- » [BMC Helix CMDB Learning Path](#)
- » [BMC Helix ITSM Learning Path](#)

DISCOUNT OPTIONS

- » Want to subscribe for more than one year, renew an existing subscription or purchase subscriptions for several students? Please contact us for special offers
- » [Contact us for additional information !\[\]\(609f3372828e3526d7ce4ba9a1b5248e_img.jpg\)](#)

Offerings

Course Name	ASP	ILT	WBT	CERT
BMC AR System 20.x: Fundamentals Administering - Part 1 (WBT)			✓	
BMC AR System 20.x: Fundamentals Administering - Part 2		✓		
BMC Certified Associate: AR System 20.x for Administrators Online Exam				✓
BMC Remedy AR System 9.1: Basic Development		✓		
BMC Certified Associate: Remedy AR System 9.x Developer Online Exam				✓
BMC Helix ITSM 19.x: Fundamentals Administering - Part 1 (WBT)			✓	
BMC Helix ITSM 19.X: Fundamentals Administering - Part 2	✓	✓		
BMC Certified Associate: Helix ITSM 19.x Online Exam				✓
BMC Certified Professional: Helix ITSM 19.x Online Proctored Exam				✓
BMC Remedy IT Service Management 9.1: Development		✓		
BMC Helix ITSM - Asset Management 20.x: Fundamentals Using (WBT)			✓	
BMC Helix ITSM - Change Management 20.x: Fundamentals Using (WBT)			✓	

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Course Name	ASP	ILT	WBT	CERT
BMC Helix ITSM - Incident Management 20.x: Fundamentals Using (WBT)			✓	
BMC Helix ITSM - Problem Management 20.x: Fundamentals Using (WBT)			✓	
BMC Helix ITSM - Knowledge Management 19.x: Fundamentals Using (WBT)			✓	
BMC Helix ITSM - Knowledge Management 19.x: Fundamentals Administering		✓		
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using (WBT)			✓	
BMC Helix ITSM - Smart IT 20.x: Fundamentals Administering		✓		
BMC Certified Associate: Helix ITSM - Smart IT 20.x Online Exam				✓
BMC Helix CMDB 19.x: Fundamentals Administering - Part 1 (WBT)			✓	
BMC Helix CMDB 19.x: Fundamentals Administering - Part 2	✓	✓		
BMC Certified Associate: Helix CMDB 19.x Online Exam				✓
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Using (WBT)			✓	
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Administering	✓	✓		
BMC Certified Associate: Helix ITSM - Smart Reporting 19.x Online Exam				✓
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Report Designing				
BMC Certified Associate: Helix ITSM - Smart Reporting 19.x Designing Online Exam		✓		✓

Additional Versions

Course Name	ASP	ILT	WBT	CERT
BMC Remedy AR System 9.1: Concepts (WBT)			✓	
BMC Remedy AR System 9.0: Administering (ASP)	✓			
BMC Certified Associate: Remedy AR System 9.0 Online Exam				✓
BMC Helix ITSM - AR System 19.x: Fundamentals Administering - Part 1 (WBT)			✓	
BMC Helix ITSM - Asset Management 19.X: Fundamentals Using (WBT)			✓	
BMC Helix ITSM - Change Management 19.X: Fundamentals Using (WBT)			✓	
BMC Helix ITSM - Problem Management 19.x: Fundamentals Using (WBT)			✓	
BMC Helix ITSM - Incident Management 19.x: Fundamentals Using (WBT)			✓	
BMC Helix ITSM - Smart IT 19.x: Fundamentals Using (WBT)			✓	
BMC Helix ITSM - Smart IT 19.x: Fundamentals Administering (ASP)	✓			
BMC Certified Associate: Helix ITSM - Smart IT 19.x Online Exam				✓
BMC Helix CMDB 19.02: Fundamentals Administering - Part 2 (ASP)	✓			
BMC Certified Associate: Helix CMDB 19.02 Online Exam				✓
BMC Remedy Smart Reporting 18.x: Fundamentals Using (WBT)			✓	

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BMC Service Request Management 9.x: Fundamentals for Administrators (ASP)	✓			
BMC Service Request Management 9.x: Fundamentals for Users (WBT)			✓	
BMC Work Order Management 9.x: Fundamentals for Users (WBT)			✓	

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