



BMC Helix ITSM & CMDB: Ultimate Subscription

COURSE ABSTRACT

CURRICULUM CODE

» SPPT-HLXULT-SUBS

DELIVERY METHOD

- » Subscription-based
 - Web-based Training (WBT)
 - Virtual Instructor-led Training (VILT)
 - Assisted Self-paced Training (ASP)
 - Certification
 - Expert Coaching (maximum of 6 hours annually; minimum scheduled appointment 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

- » Understand the Access Control Model
- » Understand the Innovation Suite architecture
- » 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
- » Configure and administer Smart IT
- » Introduce BMC Remedy Smart Reporting and create and work with reports, storyboards, and dashboard tabs
- » Develop codeless applications using Innovation studio
- » Design dashboards using BMC Helix Dashboards
- » Explain how to work with BMC Helix ITSM consoles

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SUBSCRIPTION ACTIVITIES

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

ACCREDITATION AND 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 BMC Helix ITSM and CMDB learning path options.

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

DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » [Contact us for additional information](#) 

Offerings

Course Name	Duration	ASP	ILT	WBT	CERT
BMC AR SYSTEM					
BMC Remedy AR System 9.1: Concepts (WBT)	2 hours			✓	
BMC Remedy AR System 9.1: Basic Development	32 hours		✓		
BMC Remedy AR System 9.0: Administering (ASP)	40 hours				
BMC Certified Associate: Remedy AR System 9.0 Online Exam	40 hours				✓
BMC Certified Associate: Remedy AR System 9.x Developer Online Exam	2 hours				✓
BMC AR System 20.x: Fundamentals Administering - Part 1 (WBT)	2 hours			✓	
BMC AR System 20.x: Fundamentals Administering - Part 2	32 hours	✓	✓		
BMC AR System 20.x: Fundamentals Developing - Part 1	32 hours	✓	✓		
BMC AR System 20.x: Fundamentals Developing - Part 2	16 hours	✓	✓		
BMC Certified Associate: AR System 20.x for Administrators Online Exam	2 hours				✓
BMC Certified Associate: AR System 20.x for Developers Online Exam	2 hours				✓
BMC Certified Professional: AR System 20.x for Developers Online Proctored Exam	2 hours				✓

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Course Name	Duration	ASP	ILT	WBT	CERT
BMC AR System 21.x: Enhancements for Administering (WBT)	30 mins			✓	
BMC AR System 22.x: Fundamentals Administering - Part 2	24 hours	✓	✓		
BMC Certified Associate: AR System 22.x for Administrators Online Exam	2 hours				✓
BMC AR System 23.x: Fundamentals Administering - Part 1 (WBT)	2 hours			✓	
BMC HELIX CMDB					
BMC CMDB 18.x: Fundamentals Administering - Part 1 (WBT)	2 hours			✓	
BMC Helix CMDB 19.x: Fundamentals Administering - Part 1 (WBT)	4 hours			✓	
BMC Helix CMDB 19.02: Fundamentals Administering - Part 2 (ASP)	40 hours	✓			
BMC Helix CMDB 19.x: Fundamentals Administering - Part 2	40 hours	✓	✓		
BMC Certified Associate: Helix CMDB 19.02 Online Exam	2 hours				✓
BMC Certified Associate: Helix CMDB 19.x Online Exam	2 hours				✓
BMC Helix CMDB 20.x: Fundamentals Administering - Part 1 (WBT)	3 hours			✓	
BMC Helix CMDB 20.x: Fundamentals Administering - Part 2	40 hours	✓	✓		
BMC Helix CMDB 20.x: Advanced Extending CDM and Asset Attributes	16 hours	✓	✓		
BMC Helix CMDB 20.x: Advanced Using REST API and Pentaho Spoon	24 hours		✓		
BMC Certified Associate: Helix CMDB 20.x for Administrators Online Exam	2 hours				✓
BMC Certified Professional: Helix CMDB 20.x Online Proctored Exam	2 hours				✓
BMC Helix CMDB 21.x: Enhancements for Administering (WBT)	30 mins			✓	
BMC Helix CMDB 22.x: Fundamentals Administering - Part 1 (WBT)	3 hours			✓	
BMC Helix CMDB 22.x: Fundamentals Administering - Part 2	40 hours		✓		
BMC Certified Associate: Helix CMDB 22.x for Administrators Online Exam	2 hours				✓
BMC HELIX ITSM					
BMC Remedy IT Service Management 9.1: Development	40 hours		✓		
BMC Helix ITSM - Asset Management 19.x: Fundamentals Using (WBT)	7 hours			✓	
BMC Helix ITSM - Change Management 19.x: Fundamentals Using (WBT)	7 hours			✓	
BMC Helix ITSM - Problem Management 19.x: Fundamentals Using (WBT)	3.5 hours			✓	
BMC Helix ITSM - Incident Management 19.x: Fundamentals Using (WBT)	5 hours			✓	
BMC Helix ITSM - Knowledge Management 19.x: Fundamentals Using (WBT)	2 hours			✓	
BMC Helix ITSM - Knowledge Management 19.x: Fundamentals Administering	16 hours		✓		
BMC Helix ITSM 19.x: Fundamentals Administering - Part 1 (WBT)	6 hours			✓	
BMC Helix ITSM 19.x: Fundamentals Administering - Part 2	40 hours	✓	✓		
BMC Certified Associate: Helix ITSM 19.x Online Exam	2 hours				✓
BMC Certified Professional: Helix ITSM 19.x Online Proctored Exam	2 hours				✓
BMC Helix ITSM - Asset Management 20.x: Fundamentals Using (WBT)	7 hours			✓	

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Course Name	Duration	ASP	ILT	WBT	CERT
BMC Helix ITSM - Change Management 20.x: Fundamentals Using (WBT)	7 hours			✓	
BMC Helix ITSM - Incident Management 20.x: Fundamentals Using (WBT)	5 hours			✓	
BMC Helix ITSM - Problem Management 20.x: Fundamentals Using (WBT)	4 hours			✓	
BMC Helix ITSM 20.x: Fundamentals Administering - Part 1 (WBT)	6 hours			✓	
BMC Helix ITSM 20.x: Fundamentals Administering - Part 2	40 hours	✓	✓		
BMC Certified Associate: Helix ITSM 20.x for Administrators Online Exam	2 hours				✓
BMC Certified Professional: Helix ITSM 20.x Online Proctored Exam	2 hours				✓
BMC Helix ITSM Insights 21.x: Fundamentals Using (WBT)	1 hour			✓	
BMC Helix ITSM 22.x: Fundamentals Administering - Part 1 (WBT)	4 hours			✓	
BMC Helix ITSM 22.x: Fundamentals Administering Data	16 hours		✓		
BMC Helix ITSM 22.x: Fundamentals Administering Applications	24 hours		✓		
BMC Certified Associate: Helix ITSM 22.x for Administrators Online Exam	2 hours				✓
BMC Certified Professional: Helix ITSM 22.x Online Proctored Exam	2 hours				✓
BMC Helix ITSM Insights 23.x: Fundamentals Using (WBT)	1.5 hours			✓	
BMC Helix ITSM 23.x: Fundamentals Using (WBT)	3 hours			✓	
BMC HELIX ITSM - SMART IT					
BMC Helix ITSM - Smart IT 19.x: Fundamentals Using (WBT)				✓	
BMC Helix ITSM - Smart IT 19.x: Fundamentals Administering	16 hours	✓	✓		
BMC Certified Associate: Helix ITSM - Smart IT 19.x Online Exam	2 hours				✓
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using (WBT)	4 hours			✓	
BMC Helix ITSM - Smart IT 21.x: Fundamentals Using (WBT)	4 hours			✓	
BMC Helix ITSM - Smart IT 22.x: Fundamentals Using (WBT)	4 hours			✓	
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Change Management (WBT)	6 hours			✓	
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Asset Management (WBT)	3 hours			✓	
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Release Management (WBT)	1 hour			✓	
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Incident Management (WBT)	5 hours			✓	
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Problem Management (WBT)	4 hours			✓	
BMC Helix ITSM - Smart IT 20.x: Fundamentals of Knowledge Management (WBT)	1 hour			✓	
BMC Helix ITSM - Smart IT 20.x: Fundamentals Administering	16 hours	✓	✓		
BMC Certified Associate: Helix ITSM - Smart IT 20.x Online Exam	2 hours				✓
BMC Helix ITSM - Smart IT 21.x: Fundamentals Administering	24 hours		✓		
BMC Certified Associate: Helix ITSM - Smart IT 21.x for Administrators Online Exam	2 hours				✓
BMC Helix ITSM - Smart IT 21.x: Fundamentals Developing Progressive Web Applications	24 hours		✓		
BMC Certified Associate: Helix ITSM - Smart IT 21.x Developing Progressive Web Applications Online Exam	2 hours				✓

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Course Name	Duration	ASP	ILT	WBT	CERT
BMC Service Request Management 9.x: Fundamentals for Users (WBT)	2 hours			✓	
BMC Work Order Management 9.x: Fundamentals for Users (WBT)	2 hours			✓	
BMC Service Request Management 9.x: Fundamentals for Administrators	40 hours	✓	✓		
BMC Service Request Management 20.x: Fundamentals Administering	24 hours	✓	✓		
BMC HELIX ITSM - SMART REPORTING					
BMC Remedy Smart Reporting 18.x: Fundamentals Using (WBT)	2 hours			✓	
BMC Certified Associate: Remedy Smart Reporting 18.x Online Exam	2 hours				✓
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Using (WBT)	2 hours			✓	
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Administering	16 hours	✓	✓		
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Report Designing	16 hours	✓	✓		
BMC Certified Associate: Helix ITSM - Smart Reporting 19.x Online Exam	2 hours				✓
BMC Certified Associate: Helix ITSM - Smart Reporting 19.x Designing Online Exam	2 hours				✓
BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Using (WBT)	2 hours			✓	
BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Administering	16 hours	✓	✓		
BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Report Designing	16 hours		✓		
BMC Certified Associate: Helix ITSM - Smart Reporting 20.x for Administrators Online Exam	2 hours				✓
BMC Certified Associate: Helix ITSM - Smart Reporting 20.x Designing Online Exam	2 hours				✓
BMC HELIX DASHBOARDS					
BMC Helix Dashboards: Overview (WBT)	1 hour			✓	
BMC Helix Dashboards 21.x: Fundamentals Using (WBT)	2 hours			✓	
BMC Helix Dashboards 21.x: Fundamentals Designing for Service Management	24 hours		✓		
BMC Certified Associate: Helix Dashboards 21.x Designing for Service Management Online Exam	2 hours				✓
BMC Helix Dashboards 23.x: Fundamentals Migrating Reports (WBT)	2 hours			✓	
BMC Helix Dashboards 23.x: Fundamentals Using (WBT)	3 hours			✓	
BMC Helix Dashboards 23.x: Fundamentals Designing for Service Management	24 hours		✓		
BMC Certified Associate: Helix Dashboards 23.x Designing for Service Management Online Exam	2 hours				✓
BMC Helix Dashboards 24.x: Fundamentals Designing for Service Management	24 hours		✓		
BMC HELIX INNOVATION STUDIO					
BMC Helix Innovation Studio 22.x: Fundamentals Developing (WBT)	2 hours			✓	
BMC Helix Innovation Studio 22.x: Fundamentals Developing Codeless Application	24 hours		✓		
BMC Certified Associate: Helix Innovation Studio 22.x for Developers Online Exam	2 hours				✓

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