



BMC Helix Multi-Cloud Service Management 20.x: Fundamentals Administering (WBT)

COURSE ABSTRACT

COURSE CODE

- » SPPT-HXMA-2002

APPLICABLE VERSIONS

- » BMC Helix Multi-Cloud Service Management 20.02
- » BMC Helix Integration Service 20.02
- » BMC Helix Platform 20.02
- » BMC Helix ITSM 20.02

DELIVERY METHOD

- » Web-based Training (WBT)

COURSE DURATION

- » 4.5 Hours

PREREQUISITES

- » None

RECOMMENDED TRAININGS

- » BMC Helix Add-Ons 19.x: Fundamentals Administering

Course Overview

BMC Helix Multi-Cloud Service Management facilitates organizations to ease some challenges related to working in a multi-cloud, multi-provider environment. BMC Helix Multi-Cloud Service Management is an add-on offering for BMC Helix ITSM. With its out-of-the-box integrations, BMC Helix Multi-Cloud Service Management allows you to handle multiple service management issues with cloud services.

This course will guide you through the basic concepts of BMC Helix Multi-Cloud Service Management including the associated roles and features. This course also explains the process enabling prebuilt integrations for various features such as incident brokering, ticket consolidation, DevOps integration, security, and cloud monitoring. You will also explore the various functionality accessible through the BMC Helix Multi-Cloud Service Management Dashboard and the steps involved in configuring the Service Dashboard. Finally, you will learn about risk management configurations in BMC Helix Multi-Cloud Service Management.

Target Audience

- » Administrators

Learner Objectives

- » Describe the features, roles and architecture of BMC Helix Multi-Cloud Service Management
- » Explain the configuration process for BMC Helix Multi-Cloud Service Management
- » List the components involved in the configuration process
- » Describe the Quick Configuration Guide and list its features
- » Describe key features of BMC Helix Multi-Cloud Service Management include:
 - Incident Brokering
 - Ticket Consolidation
 - DevOps Integration
 - Security Integration
 - Cloud Monitoring Integration
- » Explain the steps to enable prebuilt integration with AWS
- » Explain the steps to enable prebuilt integration with Salesforce Service Cloud
- » Explain the steps to enable prebuilt integration with Jira
- » Explain the steps to enable prebuilt integration with IBM QRadar
- » Explain the steps to enable prebuilt integration with Azure Monitor
- » Describe the process of updating configurations to send and receive data from custom BMC Helix ITSM fields
- » Describe the process of integrating a custom connector with BMC Helix Multi-Cloud Service Management
- » Configure the Service Dashboard
- » Explain multi-factor risk assessment for DevOps changes and risk management configuration
- » List various common issues and corrective actions

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COURSE ACTIVITIES

- » Presentations
- » Product demonstrations
- » End-of-course assessment

ACCREDITATION AND CERTIFICATION PATHS

- » This course is not part of a BMC Certification Path

DISCOUNT OPTIONS

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

Course Modules

Module 1: Introduction to BMC Helix Multi-Cloud Service Management

- » BMC Helix Multi-Cloud Service Management: Overview, Benefits and Features
- » Product roles associated with BMC Helix Multi-Cloud Service Management
- » BMC Helix Multi-Cloud Service Management: Architecture
- » Products involved in the BMC Helix Multi-Cloud Service Management

Module 2: Configuring BMC Helix Multi-Cloud Service Management - Part 1

- » Configuration process for BMC Helix Multi-Cloud Service Management
- » Quick Configuration Guide and list its features
- » Incident Brokering feature
- » Enabling prebuilt integration with AWS
- » Ticket Consolidation feature
- » Enabling prebuilt integration with Salesforce Service Cloud

Module 3: Configuring BMC Helix Multi-Cloud Service Management - Part 2

- » DevOps integration feature
- » Enabling prebuilt integration with Jira
- » Security feature
- » Enabling prebuilt integration with IBM QRadar
- » Cloud Monitoring feature
- » Enabling prebuilt integration with Azure Monitor
- » Configuring Custom Fields and Custom Connectors
- » Core tasks of BMC Helix Multi-Cloud Service Management administrator

Module 4: Setting Up Multi-Cloud Service Dashboard

- » Overview of the Multi-Cloud Service Dashboard
- » Configuring the Service Dashboard

Module 5: Risk Management and Troubleshooting

- » Overview of multi-factor risk assessment for DevOps changes
- » Risk management configuration
- » Process of activating the risk calculation service
- » Troubleshooting configuration issues for failed transactions
- » Various common issues and corrective actions
- » Viewing and updating failed transactions in Error Management
- » Using the Debugger for Troubleshooting Flow Issues
- » Configuring Error Notifications

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