



# BMC Remedy Incident Management 9.0: Overview

## COURSE ABSTRACT

### COURSE CODE

- » SPPT-IMOV-0900

### PRODUCT RELEASE

- » BMC Remedy Incident Management 9.0

### DELIVERY METHOD

- » Web-Based Training (WBT)

### COURSE DURATION

- » 30 minutes

### TARGET AUDIENCE

- » Incident Analysts
- » Specialists
- » Group Coordinators
- » Service Owners
- » On-Duty Managers

### PREREQUISITES

- » N/A

## Course Overview

The *BMC Remedy Incident Management 9.0: Overview* course provides you with the basic understanding of the Incident Management process. In addition, it gives you a glimpse of how Incident Management forms a part of the complete IT Service Management Suite. Also, it familiarizes you with the different consoles that are used in the Incident Management processes.

## Course Objectives

- » Describe the components, terminology, and purpose of BMC Remedy IT Service Management Suite, BMC Remedy ITSM applications
- » Discuss BMC Remedy Incident Management as part of BMC Remedy Service Desk
- » Elaborate on the benefits of Incident Management
- » Describe the Incident Request Lifecycle, roles, responsibilities, and permissions related to BMC Remedy Incident Management
- » Provide a walkthrough of the IT Home page and other consoles integrated with the Incident Management application



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### COURSE ACTIVITIES

- » Presentations

### CERTIFICATION PATH

- » N/A

### DISCOUNT OPTIONS

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

## Course Lessons

### Lesson 1: Introduction to Incident Management

- » Components, terminology, and purpose of BMC Remedy IT Service Management Suite
- » BMC Remedy ITSM applications
- » Incident Management as part of BMC Remedy Service Desk
- » Benefits of Incident Management
- » Incident Request Lifecycle
- » Roles, responsibilities, and permissions related to BMC Remedy Incident Management

### Lesson 2: Accessing the Incident Console

- » BMC Remedy Action Request System
- » Functional elements of IT Home page
- » Functional elements of Incident Console
- » Other consoles integrated with Incident Management

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