



BMC Remedy Incident Management 9.0: Supplemental Features

COURSE ABSTRACT

COURSE CODE

- » SPPT-IMSF-0900

PRODUCT RELEASE

- » BMC Remedy Incident Management 9.0

DELIVERY METHOD

- » Web-Based Training (WBT)

COURSE DURATION

- » 1 Hour

TARGET AUDIENCE

- » Incident Analysts
- » Specialists
- » Group Coordinators

PREREQUISITES

- » N/A

Course Overview

The BMC Remedy Incident Management 9.0: Supplemental Features course provides you with detailed information on the Smart Reporting tool, the BMC Remedy AR System Report Console of the Incident Management application. You will also learn about the additional features such as KPI and ROI dashboards, profile settings, application preferences, broadcast and reminders. In addition to this, creation, closure, processing of tasks and the related functionality will be explained in detail in this course.

Course Objectives

- » Discuss Smart Reporting and its functionality to access the content
- » Describe the multiple ways to enhance social collaboration such as broadcasts, connections, and discussions through Smart Reporting
- » Describe how to create predefined and custom reports in Smart Reporting
- » Describe how to access the Report Console to create predefined and custom reports
- » Explain KPI and ROI functionality
- » Describe how to view and update personal profile
- » Describe how to view and update personal profile and application settings
- » Explain how to create Reminders and Broadcasts
- » Describe the functions of Tasks
- » Explain how to create ad hoc tasks and process, cancel, and close tasks
- » Explain how to send Email from tasks



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COURSE ACTIVITIES

- » Presentations
- » Product Simulations
- » Quizzes

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 Smart Reporting

- » Define Smart Reporting
- » Identify various functional areas of BMC Remedy Smart Reporting Console
- » Discuss different areas of the Smart Reporting dashboard
- » Identify various options to access the content
- » Describe BMC Remedy Smart Reporting Timeline
- » Identify various ways to enhance social collaboration such as broadcasts, connections, and discussions
- » Identify various predefined reports
- » List the steps to create a custom report

Lesson 2: Using the Report Console

- » Describe how to access the Report Console
- » Explain how to create predefined and custom reports using the Report Console

Lesson 3: Supplemental Features

- » Explain how to view KPI and ROI dashboards
- » Describe how to view and update personal profile
- » Explain how to set notification preferences
- » Explain how to specify Incident Management application preferences
- » Explain how to view and create broadcast messages
- » Describe how to create reminders

Lesson 4: Working with Tasks

- » Describe the purpose and function of tasks
- » Explain how to add ad hoc tasks to incidents
- » Describe how to send emails from tasks
- » Explain how to process, close, and cancel tasks

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