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BMC Helix ITSM – Incident Management 19.x: Fundamentals Using (WBT)

COURSE ABSTRACT

COURSE CODE
» SPPT-IMUS-1902

APPLICABLE VERSIONS
» BMC Service Desk 19.02

DELIVERY METHOD 🌐
» Web-based Training (WBT)

COURSE DURATION 🌐
» 5 Hours

PREREQUISITES
» NA

Course Overview

BMC Service Desk uses automated, ITIL® compliant Incident Management and Problem Management processes to help IT organizations respond quickly and efficiently to conditions that disrupt critical services. The Incident Management process focuses on getting users up and running after disruptions. The Problem Management process focuses on determining the root cause of a problem, and on using the Change Management process to correct the root cause. BMC Service Desk provides a single point of contact for user requests, user submitted incidents, and infrastructure-generated incidents.

This course provides you with a detailed understanding of the Incident Management process and its sub processes. You will learn about the procedures, terminology, roles and responsibilities involved, and the chief functionality of the Incident Management process.

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NOTE: The content of this course is focused on using Incident Management with Mid Tier. To learn how manage tickets using Smart IT, BMC recommends that you take the *BMC Helix ITSM – Smart IT 19.x: Fundamentals Using (WBT)* course.

Target Audience

» Incident Analysts
» Specialists
» Group Coordinators

Learner Objectives

» Incident Management concepts, features, roles, and responsibilities
» Incident Request Lifecycle stages
» Access the IT Home page and identify its features and functionality
» Purpose of Overview Console and Requester Console
» Features and functionality available on the Incident form
» Create, assign, resolve, and close incident requests
» Search functionality in Incident Management
» Relate duplicate incident requests
» Approve or reject a solution
» Use the Incident Matching feature
» Responsibilities of various Incident Management roles and associated tasks and concepts
» Supplemental features related to the Incident Management application including application preferences, broadcasts, and reminders

For more information about BMC Education Services, visit **www.bmc.com/education**.

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COURSE ACTIVITIES
» Product Simulations
» Module Assessments

BMC HELIX ITSM LEARNING PATH
https://www.bmc.com/education/courses/remedy-service-management-suite-training.html#accordion-77c9d29b-57c2-4315-978c-1540e14b4341

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: BMC Service Desk - Incident Management: Concepts
» Introduction to Incident Management
» Incident Console: Functional Areas
» Incident Form Overview
» Methods to Search for Incident Requests
» Requesters, Service Owners, and On-Duty Managers

Module 2: BMC Service Desk - Incident Management: For Incident Analysts
» Incident Analysts Role: Overview
» Register Incident Requests
» Assign Incident Requests
» Close Incident Requests
» Additional Functionality

Module 3: BMC Service Desk - Incident Management: For Specialists
» Specialists Role: Overview
» Resolve Incident Requests

Module 4: BMC Service Desk - Incident Management: For Group Coordinators
» Group Coordinators Role: Overview
» Assign Incident Requests
» Track Incident Requests
» Approve or Rejecting Solutions

Module 5: BMC Service Desk - Incident Management: Supplemental Features
» KPI and ROI Flashboards
» View and Update Personal Profile
» Specify Application Preferences
» Create Broadcasts and Reminders
» Work with Tasks

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