HELIX ITSM

BMC Helix ITSM 22.x: Fundamentals Administering Applications

bmc helix

Learning Path >

Course Code: SPPT-ITAA-2210

Modality	Duration	Applicable Versions	Target Audience
Instructor-Led Training (ILT)	3 Days	BMC Helix ITSM 22.1.06	• Administrators • Consultants

Course Overview

BMC Helix ITSM is a powerful, industry leading service management platform and fueling your IT transformation with intelligent, people-centric user experiences that helps you work smarter.

BMC Helix ITSM streamlines and automates the processes around IT service desk, asset management, and change management operations. It also enables you to link your business services to your IT infrastructure to help you manage the impact of technology changes on business and business changes on technology — in real time and into the future.

This course provides the application administrators with the concepts and hands-on experience to incorporate best practices when administering different BMC Helix ITSM applications. Using group discussions, and scenario-based guided lab exercises, participants analyze, determine, and perform the necessary steps to administer the applications for BMC Helix ITSM to support the corresponding business processes.

This course is focused on learning how to administer applications with the configurations for Incident Management, Problem Management, Change Management, Release Management, Asset Management, and Task Management. Students will learn how to create tickets, define templates, configure rules, configure approvals, customize process flows, create service targets, and manage notifications. Note: This course does NOT include instruction on configuring or using Smart IT.

Prerequisites
- NA

Recommended Trainings
- BMC Helix ITSM 22x: Fundamentals Administering - Part 1 (WBT)

Learning Objectives
- Explain Incident Management and Incident Management Rules
- Explain Problem Management and Problem Management Rules
- Configure Change rules, Release, and Activity rules
- Describe Change and Release approvals and approval phases
- Create custom process flows
- Create Task Templates and Task Group Templates
- Configure Task Phase Management and Email Rule Engine
- Create Configuration Items
- Configure Financial Data
- Describe Service Level Management and define Service Targets
- Configure Business Entities
- Describe the Notification Engine, notification events, notification forms, notification process flow, and workflow
- Manage Notifications and customize Notification Events

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

Course Modules

Module 1: Service Desk Configuration
- Incident Management Overview
- Submitting a request from BMC Helix Digital Workplace
- Viewing Incident generated by the Service Request in Smart IT
- Incident Management Rules
- Managing CIs in Smart IT
- Problem Management Overview and Process
- Problem Management Rules
- Known Errors Overview

Module 2: Change and Release Management Configuration
- Change Management Overview
- Change Request Risk Assessment
- Derived Risk Factors
- Change Rules
- Release Rules
- Activity Configuration Rules

Module 3: Configuring Change and Release Management Approvals
- Approvals and Approval Phases
- Approval Groups
- List the Control-M Workload Archiving installation prerequisites
- Approval Processes
- Change Management Chain
- Approval Mappings
- Email-based Approvals
- Approval Overrides
- Release Milestones
- Release Approval Process

Module 4: Configuring Custom Approval Process and Custom Approval Flows
- Approval Administration Console
- Process flow configuration
- Creating Custom Process flow
- Configuring Approval for a Custom Change Process flow
- Associating Custom Process flow with a Change Template
- Emergency Approval Process

Module 5: Configuring Templates and Email Engine Rules
- Templates Overview
- Creating Incident Template
- Creating Change Template
- Creating Release Template
- Task Management Overview
- Relating Tasks to a Request
- Configuring Task Templates
- Configuring Task Phase Management
- Inbound Email Feature
- Configuring BMC Helix Email Rule Engine
- Out-of-the-box Email Use Case

Module 6: Asset Management Configurations
- Asset Management Overview
- Asset Management Settings
- Configuration Items
- Configuring CI Unavailability Assignments
- Cost Categorizations

Module 7: Exploring Service Level Management
- SLA Life Cycle Management
- SLA Review Periods
- Types of Service Targets
- Working of Service Targets
- Business Entity
- SLM Data Archiving