



BMC Remedy IT Service Management 18.x: Fundamentals Administering – Part 1 (WBT)

COURSE ABSTRACT

COURSE CODE

- » SPPT-ITAC-1808

APPLICABLE VERSIONS

- » BMC Remedy IT Service Management 18.08
- » BMC Remedy IT Service Management 18.05

DELIVERY METHOD

- » Web-based Training (WBT)

COURSE DURATION

- » 6 Hours

PREREQUISITES

- » NA

Course Overview

Remedy IT Service Management Suite (Remedy ITSM Suite) 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 online course provides BMC Remedy IT Service Management application administrators with an introduction to ITSM application administration, and introduces the architecture and common configuration elements of the BMC Remedy ITSM applications, including BMC Remedy Service Desk, BMC Remedy Change Management, BMC Remedy Asset Management, and BMC Service Level Management. The course provides BMC Remedy ITSM administrators with the concepts and skills needed to incorporate best practices when configuring and administering BMC Remedy ITSM applications.

Target Audience

- » ITSM Application Administrators

Learner Objectives

- » Explain the architecture of BMC Remedy ITSM application and list supported platforms
- » Describe ITSM foundation data and concepts
- » Describe Job Console, Onboarding Utility Wizard, and Data Wizard
- » Create and configure companies, organizational structures, and sites
- » Describe the purpose of permission groups and functional roles for ITSM application
- » Configure and administer People records
- » View, create, and update product catalog entries, operational catalog, and generic catalog entries
- » Define auto-assignment settings using operational and product catalog settings
- » Describe the types of tasks, task groups, and task templates that can be defined
- » Describe ITSM approval processes and the role of administrators in configuring approvals
- » Describe the SLM process and how to create request-based Service Targets
- » Describe how to use the AR System Archive Manage Console to enable/disable and manage the archive policies and export archived records



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COURSE ACTIVITIES

- » Presentations
- » Simulations
- » Module-Level Quizzes
- » End-of-course assessment


BMC REMEDY SERVICE MANAGEMENT SUITE LEARNING PATH

- » <https://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html>

ACCREDITATION AND CERTIFICATION PATHS

- » NA

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: Module 1: BMC Remedy ITSM Overview

- » BMC Remedy ITSM application purpose
- » BMC Remedy ITSM architecture
- » Foundation data
- » Access Control and Permissions

Module 2: Data Management

- » Data Management overview
- » Data Management Job Console
- » Onboarding Wizard utility
- » Data Wizard utility
- » Data Privacy and Handling data

Module 3: Defining Companies and Locations

- » Defining companies
- » Defining organizations and locations

Module 4: Support Organizations and Support Groups

- » Purpose of support groups
- » Configuring optional information

Module 5: Defining People

- » Permission groups and functional roles
- » People configuration
- » Other People Management activities

Module 6: Catalog Setup

- » Product catalog setup
- » Operational catalog setup
- » Generic catalog setup

Module 7: Other Application Configuration Tasks

- » BMC Remedy Approval Server
- » Task Management System

- » Email-based approvals

Module 8: BMC Service Level Management

- » Overview of BMC Service Level Management
- » BMC SLM Integration with BMC Remedy ITSM
- » Service Targets for BMC Incident Management and Change Management

Module 9: Archiving

- » Archiving concepts
- » Managing archiving policies

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