



# BMC Helix ITSM 20.x: Fundamentals Administering – Part 1 (WBT)

## COURSE ABSTRACT

### COURSE CODE

» SPPT-ITAC-2002

### APPLICABLE VERSIONS

» BMC Helix ITSM 20.08, 20.02, 19.11, 19.08, 19.02, 18.08

### DELIVERY METHOD

» Web-based Training (WBT)

### COURSE DURATION

» 6 Hours

### PREREQUISITES

» NA

## 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 online course provides BMC Helix ITSM application administrators with an introduction to ITSM application administration and introduces the architecture and common configuration elements of the BMC Helix ITSM applications, including Problem Management, Incident Management, Change Management, Asset Management, and Service Level Management. The course provides BMC ITSM administrators with the concepts and skills needed to incorporate best practices when configuring and administering BMC Helix ITSM applications.

## Target Audience

» ITSM Application Administrators

## Learner Objectives

- » Explain the architecture of BMC Helix 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



# BMC Helix ITSM 20.x: Fundamentals Administering – Part 1 (WBT)

## COURSE ABSTRACT

### 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: BMC Helix 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

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©2019 BMC Software, Inc. All rights reserved.