



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

COURSE ABSTRACT

COURSE CODE

» SPPT-ITAC-2210

APPLICABLE VERSIONS

» BMC Helix ITSM 22.1

DELIVERY METHOD

» Web-based Training (WBT)

COURSE DURATION

» 4 Hours

PREREQUISITES

» NA

RECOMMENDED TRAININGS

» NA

Course Overview

With the BMC Helix ITSM suite of applications, you can create, configure, customize, deliver, and manage the IT Service Management requests and functions of your organization. BMC Helix ITSM streamlines and automates the processes around IT Service Desk, Asset Management, and Change Management operations.

This online course provides ITSM administrators with the concepts and skills needed to incorporate best practices when administering BMC Helix ITSM applications.

Target Audience

» Administrators

Learner Objectives

- » Introduce BMC Helix Innovation Suite and BMC Helix IT Service Management
- » Describe BMC Helix ITSM architecture
- » List various responsibilities of ITSM Application Administrator
- » Describe how to set up ITSM foundation data using the Application Administration Console
- » Describe the purpose of ITSM permission groups and functional roles for ITSM
- » Explain Data Management concepts and user roles
- » Describe the differences between Job Console and Onboarding Wizard
- » Discuss the role of multitenancy in Data Management
- » Configure companies, organizational structures, and locations
- » List the steps to create support groups
- » Configure and modify People records
- » Describe how to create and apply templates for People records
- » Configure product catalog, operational catalog, and generic catalog entries
- » List various approval process types and roles
- » List the steps to configure approvals
- » Describe how the email-based approval for ITSM applications works
- » Describe the purpose of Task Management System (TMS)
- » Explain the purpose of tasks and task groups
- » Explain the archiving process
- » Discuss the archiving approach and policies in BMC Helix ITSM

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COURSE ACTIVITIES

- » Presentations
- » Product Simulations
- » End-of-course assessment

BMC HELIX IT SERVICE MANAGEMENT LEARNING PATH

BMC Helix ITSM Suite Training - BMC Software

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 Helix ITSM application purpose
- » BMC Helix ITSM architecture
- » Foundation data overview
- » Access control and permissions

Module 2: Data Management Overview

- » Data Management concepts and user roles
- » Job Console overview
- » Onboarding Wizard utility overview
- » Data Wizard utility overview
- » Role of multitenancy in Data Management

Module 3: Defining Companies, Organizations, and Locations

- » Company, organization, and location data structures

- » Steps to create companies, organizations, and locations

Module 4: Defining Support Groups

- » Support organization structure
- » Steps to create support groups
- » Configuring optional information related to support groups

Module 5: Defining People

- » Permission groups and functional roles
- » Configuring People records
- » Using templates for People records

Module 6: Configuring Catalogs

- » Product catalog overview and setup
- » Operational catalog overview and setup
- » Generic catalog overview and setup

Module 7: Introduction to Approvals

- » Purpose of Approval Server
- » Steps to configure approvals
- » Approval process types and roles
- » Email-based approval for ITSM applications

Module 8: Managing Tasks

- » Task Management System overview
- » Task Management permissions
- » Task configuration options

Module 9: Introduction to Archiving

- » Archiving concepts
- » AR System Archive Manager Console overview
- » Archiving policies overview

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