



BMC Remedy IT Service Management 9.0: Administrator Concepts

COURSE ABSTRACT

COURSE CODE

- » SPPT-ITAC-0900

PRODUCT RELEASE

- » BMC Remedy IT Service Management v9.0

DELIVERY METHOD

- » Web-Based Training (WBT)

COURSE DURATION

- » 6 Hours

TARGET AUDIENCE

- » ITSM Application Administrators

PREREQUISITES

- » Required Trainings mentioned on the Learning Path

Course Overview

This online course provides BMC Remedy IT Service Management 9.0 application administrators and consultants 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 Remedy IT Service Management Process Designer. 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.

This course is a prerequisite to all other BMC Remedy ITSM 9.0 application administration courses.

Course 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
- » Specify auto-assignment of requests to support groups
- » Describe the purpose of permission groups and functional roles for ITSM application administrators; and assign and manage ITSM permission groups
- » Configure and administer People records
- » Describe the BMC Atrium Product Catalog and its relationship to products that you can view, define, and use in the ITSM applications
- » 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, including the Approval Server enhancement
- » Identify steps to configure Abydos Remedy Integration Daemon (ARID) plug-in Process Designer
- » Configure tasks, requests, notifications, and templates for Process Designer
- » Identify steps to configure predefined and custom reports for Smart Reporting
- » 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

- » Lesson-Level Quizzes
- » Simulations
- » Presentations
- » End-of-course exam

CERTIFICATION PATH

- » N/A

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: 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

Module 3: Defining Companies and Locations

- » Defining companies
- » Defining company 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 and assignments

Module 7: Other Application Configuration Tasks

- » BMC Remedy Approval Server
- » Task Management System
- » Email Rule Engine
- » Email-based approvals

Module 8: BMC Remedy IT Service Management Process Designer

- » Process Designer overview
- » Configuring tasks, requests, and notifications
- » Configuring ARID plug-in and the runtime settings
- » Maintaining process templates for BMC Remedy On-premise environments

Module 9: Other BMC Remedy ITSM 9.0 Enhancements

- » Archiving concepts
- » Managing archiving policies
- » BMC Remedy Smart Reporting Console
- » Smart Reporting social capabilities

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