BMC Helix ITSM 20.x: Fundamentals Administering - Part 2 (ASP)

COURSE ABSTRACT

COURSE CODE

» SPPT-ITAD-2002-ASP

PRODUCT RELEASE

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

DELIVERY METHOD 🌐

» Assisted Self-paced (ASP)
  – Student and lab guide as eBook
  – Product community for questions and answers
  – Course recording via WBT
  – Access to instructor for up to 2.5 hours by appointment (use within 90 days of registration)

VIRTUAL LAB ACCESS

» Lab Vouchers are issued at course registration time and must be redeemed within 90 days of receipt. Once Lab Voucher is redeemed, 28 days of lab access (portal access) are granted with 30 hours of on-demand lab time to be used. Once the lab time is used, or the 28 days expires, the lab access ends.

» Click **here** for additional ASP virtual lab access information in graphical format

COURSE DURATION

» Equals to 5 Days

PREREQUISITES

» BMC Helix ITSM 20.x: Fundamentals Administering - Part 1 (WBT)

RECOMMENDED TRAININGS

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

Note: This course does NOT include instruction on configuring or using Smart IT.

IMPORTANT: Included in this course is the following examination: **BMC Certified Associate: Helix ITSM 20.x Online Exam**. Taking the exam and pursuing certification is optional, however all students enrolled for this course are automatically enrolled for the exam. You will have one attempt to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Certified Associate: Helix ITSM 20.x**.

Target Audience

» ITSM Application Administrators

Course Objectives

» Describe ITSM application usage processes and roles
» Identify ITSM architecture components
» Find out how Digital Workplace and Smart IT Interface appear
» Create and configure companies, organizations, and locations
» Define and configure categorization, assignments, notifications, templates, prioritization, task management system, row-level access
» Use the Data Management Job Console, Onboarding Wizard, Unified Data Management and Data Wizard
» Configure Service Desk, Change and Release Management and Asset Management
» Identify the ITSM Archiving process
» Identify the roles associated with Service Level Management
» Creating service targets, business time segments and business entity

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

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COURSE ABSTRACT

COURSE ACTIVITIES
» Labs
» Recorded Presentations

BMC HELIX ITSM LEARNING PATH
https://www.bmc.com/education/courses/remedy-service-management-suite-training.html

CERTIFICATION PATH 🌐
» This course is part of the **BMC Certified Associate: Helix ITSM 20.x** certification path.

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 Administration Overview
» ITSM Application Overview
» Application Administration

Module 2: Foundation Data
» Companies, Organizations, and Locations
» Support Groups and People
» Categorizations
» Assignments
» Access Control

Module 3: Data Management
» Data Management Concepts
» Data Management Job Console
» Onboarding Wizard
» Data Wizard
» People Management Console

Module 4: Notifications
» Notification Engine Overview
» Configuring Notifications
» Configuring Smart IT Notifications

Module 5: Service Desk Configuration
» Incident Management Configuration

» Problem Management Configuration

Module 6: Change and Release Management Configuration
» Change Management Configuration
» Release Management Configuration
» Change Management Approval
» Release Management Approval
» Approval Administration
» Custom Change Lifecycle

Module 7: Shared Services
» Configuring Application Templates
» Configuring Priority
» Overview of Task Management System
» Working with Task Templates
» Configuring Task Phase Management
» Configuring Email Rule Engine

Module 8: Asset Management Configuration
» Configuring CI Functionality
» Configuring Financials
» Configuring Software Licenses and Contracts

Module 9: ITSM - Archiving
» Archiving Process

Module 10: BMC Service Level Management
» Overview of Service Level Management
» Agreements
» Service Targets
» Dashboards
» Business Entities
» SLM Data Archiving

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