

BMC Helix ITSM 22.x: Fundamentals

Administering Data (SPT)

Course Code: SPPT-ITAD-2210-SPT

 <p>Modality</p> <p>Self-paced Training (SPT)</p>	 <p>Duration</p> <p>Equals to 2 days</p>	 <p>Applicable Versions</p> <p>BMC Helix ITSM 22.1.06</p>	 <p>Target Audience</p> <ul style="list-style-type: none"> Administrators Consultants
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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.

This course provides the application administrators with the concepts and hands-on experience to incorporate best practices when administering the data for BMC Helix ITSM applications. Using group discussions, and scenario-based guided lab exercises, participants analyze, determine, and perform the necessary steps to administer the data for BMC Helix ITSM applications to support the corresponding business processes. This course is focused on learning how to manage Foundation data and access control. Students will learn how to load Foundation data in their environment using various tools. Additionally, they will learn to archive the data that helps in the routine administration and maintenance of the ITSM applications.

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

IMPORTANT: This Self-Paced Training (SPT) course contains only a course instructor video that includes a demonstration of recorded lab exercises. This course offers closed captioning in five additional languages: French, Spanish, Deutsch, Portuguese and Italian. The multi-lingual closed captioning is generated using artificial intelligence (AI) and machine translation so that more customers can benefit from our courses.

Recommended Training

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

Learning Objectives

- Describe BMC Helix IT Service Management applications
- Introduce the interfaces for performing ITSM functions
- Explain the purpose of ITSM Application Administration Console
- Understanding ITSM Tenancy Mode and Options
- Explain Access Control Concepts
- Describe the use of Hierarchical Groups
- Explain the Support Group Availability feature
- Describe the spreadsheets used in Data Management
- Describe the process of loading the ITSM Foundation Data
- Describe troubleshooting steps for Data Load
- List the steps to modify data using the Data Wizard
- Explore People Management Console
- Explain archive processes
- Describe how to archive ITSM records

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Virtual Lab

- This class has an optional component of 2 hands-on lab days (12 hours) and an eBook. You may request an Education Lab Voucher (ELV) within the course curriculum to gain access to these resources. If your organization has available lab days remaining for the Enterprise Education Subscription, you will receive an email with your eBook and lab details within 1 business day.
- With an Enterprise Education Subscription, an organization has access to a limited number of hands-on lab days annually. These lab days are shared between all employees of the organization. Additional hands-on lab days may be purchased in the event your organization has exceeded the allotted lab days for an Enterprise Education Subscription. Contact the Training Coordinator for BMC Training in your organization or education@bmc.com for assistance

Course Modules

Module 1: Managing Foundation Data

- BMC Helix Innovation Suite Architecture
- Foundation Data Model
- ITSM Application Overview
- Smart IT Interfaces
- Responsibilities of the Administrator
- Application Administration Console
- Configuring Foundation Data
- Companies, Organization, and Locations
- Support Groups and People
- Configuring Product, Operational, and Resolution Categorizations
- Configuring Assignment Rules

Module 2: Managing Data Access

- Multitenancy
- Access Control
- Configuring Support Groups Assignment Availability
- Configuring Global Support Group

Module 3: Exploring Data Management

- Data Management Concepts
- Data Management Tool
- Data Management Permissions
- Data Load Components
- Data Load Spreadsheets
- Data Management Job Console
- Troubleshooting Data Load Steps
- Onboarding Wizard
- Onboarding Wizard Spreadsheets
- Data Load Methods
- Data Wizard Console
- Data Update Process
- Data Wizard Troubleshooting
- People Management Console
- Create People Templates

Module 4: Archiving ITSM Data

- Archiving Process
- Archiving Approach
- Managing Archive Policies
- Accessing Archiving Data