



BMC Helix ITSM 22.x: Fundamentals Administering Data

COURSE ABSTRACT

COURSE CODE

» SPPT-ITAD-2210

APPLICABLE VERSIONS

» BMC Helix ITSM 22.1.06

DELIVERY METHOD

» Instructor-led Training (ILT)

COURSE DURATION

» 2 Days

PREREQUISITES

» NA

RECOMMENDED TRAININGS

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

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 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.

Target Audience

- » Administrators
- » Consultants

Learner 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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COURSE ACTIVITIES

- » Classroom presentations
- » Hands-on lab exercises


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 22.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: 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

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