



BMC Remedy IT Service Management 9.0: Administering

COURSE ABSTRACT

COURSE CODE

» SPPT-ITAD-0900

PRODUCT RELEASE

» BMC Remedy IT Service Management v9.0

DELIVERY METHOD

- » Instructor-led Training (ILT)
- » Instructor-led Online (ILO)

COURSE DURATION

» 5 Days

TARGET AUDIENCE

» ITSM Application Administrators

PREREQUISITES

- » *BMC Remedy IT Service Management 9.0: Administrator Concepts* (WBT)
- » *BMC Remedy AR System 9.1: Concepts* (WBT)

Course Overview

This course provides BMC Remedy IT Service Management 9.0 application administrators with the concepts and hands-on experience to incorporate best practices when administering the BMC Remedy IT Service Management 9.0 applications, specifically BMC Remedy Service Desk (Incident Management and Problem Management), BMC Remedy Change Management (including the Release Management module), BMC Remedy Asset Management, BMC Remedy ITSM – Process Designer, and related subsystems and modules. Using a workshop environment, group discussions, and scenario-based guided lab exercises, participants analyze, determine, and perform the necessary steps to administer BMC Remedy IT Service Management 9.0 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 examination for **BMC Accredited Administrator: BMC Remedy IT Service Management 9.0**. Taking the exam and pursuing accreditation is optional, however all students enrolled in the *BMC Remedy IT Service Management 9.0: Administering* course are automatically enrolled in the exam. You will have two attempts to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Accredited Administrator: BMC Remedy IT Service Management 9.0**.

Course Objectives

- » Describe ITSM application usage processes and roles
- » Identify ITSM architecture components
- » Create and configure companies, organizations, and locations
- » Create and configure support groups and people records
- » Define and configure categorizations, assignments, notifications, templates, and prioritizations
- » Define and configure TMS, and Atrium Service Context
- » Use the Data Management Job Console and Onboarding Wizard
- » Configure the Requester Console, Service Desk, Change and Release Management, and Asset Management
- » Define and configure processes for BMC Remedy ITSM Process Designer
- » Identify and configure ITSM Archiving policies
- » Understand how to perform ITSM Troubleshooting

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COURSE ACTIVITIES

- » Classroom presentations
- » Hands-on lab exercises

CERTIFICATION PATH

- » This course is part of the **BMC Accredited Administrator: BMC Remedy IT Service Management 9.0 Accreditations and Certifications** 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: Course Overview

Module 2: Application Users and Application Administrators

- » Application User's Perspective
- » Application Administrator's Perspective

Module 3: Foundation Data

- » Companies, Organizations, and Locations
- » Support Groups and People
- » Categorizations
- » Assignments

Module 4: Data Management

- » Data Management Concepts
- » Data Management Job Console
- » Onboarding Wizard
- » LDAP and Data Load
- » Data Wizard

Module 5: Requester Console Configuration

- » Requestor Console Configuration

Module 6: Notifications

- » Notification Engine
- » Configuring Notifications

Module 7: Service Desk Configuration

- » Incident Management Configuration
- » Problem Management Configuration

Module 8: Change and Release Management Configuration

- » Change Management Configuration
- » Release Management Configuration
- » Change Management Approval
- » Approval Administration
- » Release Management Approval

Module 9: Common Application Functionality

- » Overview of Incident Templates
- » Defining Incident Templates
- » Defining Change and Release Templates
- » Configuring Priorities
- » Task Management System
- » Configuring Task Management System
- » Working with Task Templates
- » BMC Atrium Service Context
- » Email Rule Engine Configuration

Module 10: Asset Management Configuration

- » Configuring CI Functionality
- » Configuring Financials
- » Configuring Software Licenses and Contracts

Module 11: BMC Remedy ITSM Process Designer Configuration

- » Overview and Configuration
- » Creating and Mapping Processes
- » Process Tracker and Process Wizard
- » Other Process Designer Tasks

Module 12: ITSM - Archiving

- » Archiving Process

Module 13: Troubleshooting ITSM

- » Troubleshooting Data Management
- » Working with Log Files and the BMC Remedy ITSM Maintenance Tool
- » Troubleshooting BMC Remedy AR System Components
- » Additional Resources

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