



BMC Remedy IT Service Management 9.1: Development

COURSE ABSTRACT

COURSE CODE

- » SPPT-ITDE-0910

APPLICABLE VERSIONS

- » BMC Remedy 9.1

DELIVERY METHOD

- » Instructor-led Training (ILT)

COURSE DURATION

- » 5 Days

PREREQUISITES

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

Course Overview

Remedy 9 is a powerful service management platform built natively for mobile users with an intuitive, beautiful, people-centric user experience that makes everybody more productive.

The *BMC Remedy IT Service Management 9.1: Development* course provides the BMC Remedy ITSM developers with different design approaches, design components, BMC recommendations, and BMC guidelines that will help customize the BMC Remedy IT Service Management 9.1 applications in both the BMC Remedy on-premise and BMC Remedy OnDemand environments.

Participants will be provided with the concepts and hands-on experience of using BMC Remedy Developer Studio to customize various design components for the following ITSM applications: Incident Management, Problem Management, Change Management, and Smart Reporting. This helps customize and extend the behavior of the applications to meet the changing needs of an organization. Using a workshop environment, group discussions, and scenario-based guided lab exercises, participants apply the procedures and concepts presented in the class.

IMPORTANT: Included in this course is the examination for **BMC Accredited Developer: BMC Remedy IT Service Management 9.1**. Taking the exam and pursuing accreditation is optional, however all students enrolled in the *BMC Remedy IT Service Management 9.1: Development* 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 Developer: BMC Remedy IT Service Management 9.1**.

Target Audience

- » Developers
- » Administrators

Learner Objectives

- » Identify customization, its categories, processes, polices, and guidelines
- » Describe business logic objects, user interface objects, and naming conventions
- » Describe the BMC Remedy AR System Overlay best practices and limitations
- » Customize an existing OOTB form - add a field, a button, a tooltip, and a column to a table
- » Create a custom form to fetch data from an OOTB form
- » Add and update workflow for an OOTB form
- » Customize Assignment Routing, Infrastructure Routing, and Approval Routing
- » Update Work Info Type field; Set Default to Public; Work Info Lock
- » Extend the actions of an individual process state for a ticket
- » Customize the Overview Console
- » Describe how to make data load and Data Wizard work with the customizations
- » Customize notifications and search feature
- » Rebrand the application screens
- » Create a deployment package and roll back a failed package
- » Describe AR Customization Reconciliation

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COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises
- » Demonstrations
- » Accreditation Exam


BMC REMEDY IT SERVICE MANAGEMENT SUITE LEARNING PATH

- » <http://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html>

ACCREDITATION AND CERTIFICATION PATHS

- » This course is part of the BMC Remedy IT Service Management 9.1: Development Accreditation 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: Customization Overview

- » Explain customization
- » Define customization categories
- » Identify the risks of customization
- » Identify the levels of configurations
- » Describe the best practices for customization
- » Explain overlays and retention
- » Describe customization process for on-premise and OnDemand environment
- » Explain the support provided by BMC Software
- » Describe the support guidelines
- » Describe upgrade considerations for customization
- » Describe upgrade process considerations for customization
- » Explain software licensing considerations during upgrade

Module 2: BMC Remedy ITSM Customization Guidelines

- » Describe workflow change guidelines for BMC Remedy ITSM
- » Describe the user interface change guidelines for BMC Remedy ITSM
- » Describe the form change guidelines for BMC Remedy ITSM
- » Describe the Administration changes for BMC Remedy ITSM
- » Describe the BMC Atrium CMDB class model changes
- » Describe workflow coding style
- » Describe unqualified searches
- » Describe the style to create a Distributed Server Option (DSO) aware workflow
- » Identify the customization best practices
- » Identify the performance considerations for code changes

Module 3: Customization Items

- » Identify different customization design approaches
- » Describe the server and client performance items
- » Identify the business logic objects and user interface objects
- » Describe Business Logic Objects and Naming Conventions
 - Active Links
 - Filters
 - Guides
 - Escalations
- » Describe the workflow coding style items
- » Describe form names and join forms
- » Describe User Interface Objects and Naming Conventions
 - Forms
 - Fields
 - Menus

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Module 4: Customizing BMC Remedy ITSM Using Overlays

- » Describe types of Customizations – General; Module and Subsystem
- » Customize BMC Remedy ITSM applications using overlays
 - Overview
 - Best Practices
 - Limitations

Module 5: Customizing Form Views, Fields, Buttons, Tooltips, and Tables

- » Customize an OOTB form
- » Create a new form
- » Add a field to an OOTB form
- » Customize buttons
- » Update a tooltip message
- » Add a column to a table

Module 6: Customizing Workflows

- » Describe the best practices for customizing workflow
- » Customize client-side workflow
- » Customize server-side workflow
- » Customize menu objects
- » Define form entry points
- » Enable Object List for navigation to any form
- » Add new workflow
- » Modify choices for selection fields

Module 7: Configuring Assignment Routing and Approval Routing

- » Configure assignment routing
- » Describe the best practices for assignment routing
- » Configure infrastructure routing
- » Configure approval routing
- » Describe the approval routing process
- » Add approval routing at level 10
- » Add approval routing at level 203

Module 8: Customizing Work Info

- » Update the Work Info type field
- » Set default access to Public
- » Customize Work Info Lock

Module 9: Customizing the Process Flow Bar

- » Add a new accelerator action item entry for the Incident Management Investigation and Diagnosis stage
- » Create a new active link to open the Incident Audit Log
- » Add an active link to the existing Active Guide

Module 10: Extending the Overview Console

- » Add a column to the Overview console

Module 11: Customizing Data Management

- » Describe Data Management customizations
- » Describe the Atrium Integration spoon
- » List the steps to load new field data using the Data Management tool
- » Describe the Data Wizard
- » List the steps to update data on a custom form using the Data Wizard

Module 12: Customizing Notifications

- » Explain notifications
- » Describe the Notification Event Process Flow
- » Describe Notification Event Options
- » Describe System Process Control
- » Identify Primary Forms for System Events and Message Catalog
- » Describe the SYS:Notification Messages form
- » Explain how to add notifications
- » Customize Notification Engine Messages
- » Disable notifications

- » Describe the Application Relationship Model
- » Describe how to update a Quick Actions form

Module 13: Customizing Search Menus

- » Customize the Search Menu functionality
- » Customize the Type-Ahead functionality

Module 14: Branding

- » Explain branding items
- » Describe the branding of SRM using skins
- » Describe branding the IT Home Page
- » Explain the rebranding of BMC Remedy Smart Reporting

Module 15: Promoting Data Across Environments

- » Build a package in the deployment environment
- » Export a package from the deployment environment
- » Import a package in the QA and production environment
- » Deploy a package in the QA and production environment
- » Describe adding a packing list, definitions, and data to a package
- » Manage application configuration for the definitions
- » View the activity logs for the package
- » Describe how to roll back a deployed package

Module 16: AR Customization Reconciliation

- » Describe AR Customization Reconciliation
- » Identify the objects in the Differences List
- » Identify the objects to be reconciled
- » Identify the objects that you can reconcile
- » Reconcile workflow objects using objects list