

BMC Helix ITSM Insights 23.x: Fundamentals Using (WBT)



ABSTRACT

Course Code: SPPT-ITIU-2330

Modality

Web-based Training (WBT)

Duration

1.5 Hours

Applicable Versions

BMC Helix ITSM 23.3

Target Audience

- Problem Coordinators
- Service Desk Managers
- Service Desk Agents
- Tenant Administrators

Course Overview

BMC Helix ITSM Insights is a module of BMC Helix that delivers value by providing AI Service Management capabilities to use in combination with your BMC Helix ITSM instances. BMC Helix ITSM Insights enables transition from traditional ITSM to intelligent, agile, and highly automated Service Management.

This course gives ITSM users the knowledge to work with ITSM Insights cases, such as proactive problem management and real-time incident correlation.

Learning Objectives

- Introduction to BMC Helix
- Introduction to AI Service Management
- Introduction to BMC Helix ITSM Insights
- Explain various ITSM Insights roles and permissions
- Configure Proactive Problem Management
- Configure Natural Language Processing for Resolution Insights
- Configuring Maximum number of jobs, number of clusters in a heat map
- Configure the data set and machine learning settings
- Configure recurrent job settings
- Configure one-time job settings
- Introduction to clusters
- Create incident clusters for Proactive Problem Management
- Identify emerging issues for Real-time incident correlation
- Describe and configure incident correlation
- Explain the incident correlation dashboard
- Introduction to Heat map
- Explain to access the incident correlation workspace
- Explain various features on the Real-time incident correlation workspace
- View and manage incident relationships
- Export real-time incident correlation clusters

Course Modules

Module 1: Introduction to BMC Helix ITSM Insights Application and Roles


- Describe BMC Helix
- Explain AI Service Management
- Describe various BMC Helix with AI Service Management Capabilities
- Explain the AI Service Management Architecture
- Describe BMC Helix ITSM Insights and its Architecture diagram
- Explain AI/ML Foundation Services on BMC Helix Portal
- List various BMC Helix Portal AI foundation components
- Describe AI Service Management – Problem Identification / Incident Correlation
- Access BMC Helix ITSM Insights
- Describe various roles and permissions
- List the permissions required for Proactive Problem Management and Real-time Incident Correlation
- Describe row-level access in ITSM Insights

Module 2: Configuring Proactive Problem Management

- Describe Proactive Problem Management
- List differences between Reactive and Proactive Problem Management
- Explain the Proactive Problem Management process
- Configure the Proactive Problem Management settings
- Explain how the clusters are created and named
- Describe various techniques to extract and pre-process incident text data
- Explain the impact of the Group by fields in clustering
- Explain Heat map and List view
- List various methods to create a problem investigation and relate Incidents
- Identify information copied from ITSM Insights to a Problem Investigation ticket
- Relate incidents to existing problem investigations
- Create presets

Module 3: Configuring Real-Time Incident Correlation

- Describe incident correlation
- Describe various techniques to identify emerging issues
- Explain how to derive cluster name
- Configure incident correlation
- Explain the incident correlation process
- Access the incident correlation dashboard
- Explain various features on the Real-time incident correlation dashboard
- View and manage incident relationships
- Export real-time incident correlation

Discount Options 

Have multiple students? Contact us to discuss hosting a private class for your organization.

Contact us for additional information 