

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



ABSTRACT

Course Code: SPPT-ITSM-2330

**Modality**

Web-based Training (WBT)

**Duration**

3 Hours

**Applicable Versions**

BMC Helix ITSM 23.3

**Target Audience**

BMC Helix ITSM Users

- IT Agents
- Change Agents
- Release Coordinator
- Release Approvers
- Problem Agents
- Knowledge Authors
- Asset Managers

## Course Overview

BMC Helix ITSM sets a new standard for the modern workplace with an intuitive, social, and mobile Service Desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles.

This course will give users an overview of the BMC Helix ITSM main features before they begin to use them in real-time.

At the end of the course, the learners will be equipped with the knowledge to easily work with tickets, knowledge articles, assets, and the main features of BMC Helix ITSM.

## Learning Objectives

- Explain the BMC Helix ITSM concepts and features
- Explain the BMC Helix ITSM roles, related permissions, and respective responsibilities
- Navigate the BMC Helix ITSM interface
- Describe the Progressive Web Application feature
- Describe how to work with the Ticket Console and Smart Recorder
- Explain how to create tickets
- Explain the different features and functionality available with BMC Helix ITSM for Service Desk for working with tickets
- Describe how to use knowledge articles for ticket resolution
- Describe the important actions related to change requests available in BMC Helix ITSM
- Explain how to use the Change calendar, Impact Analysis, and Collision Management in BMC Helix ITSM
- Explain how to create and manage release requests
- Describe how to work with knowledge articles
- Discuss the Knowledge-Centered Support (KCS) framework
- Describe the assets-related features and capabilities in BMC Helix IT

## Course Modules

### Module 1: Introduction to BMC Helix ITSM

- Learn about BMC Helix ITSM, its features, and functions.
- Learn about BMC Helix Service Management Deployment Architecture and Progressive Web Application screens.
- Explain various BMC Helix ITSM applications:
  - Service Desk
  - Change Management
  - Asset Management
  - Knowledge Management
  - Service Level Management
- Explain various BMC Helix ITSM related applications like:
  - Proactive problem management
  - BMC Helix Digital Workplace
  - Cognitive Automation Capabilities
  - BMC Helix Dashboards
  - BMC Helix Multi-Cloud Broker
- Explain how to access the BMC Helix ITSM Ticket Console
- List various BMC Helix ITSM Consoles
- Discuss how to open the Old Ticket Console
- Explain how to manage your work using the Ticket Console
- Discuss the common functionalities of the Ticket Console

### Module 2: Service Desk with BMC Helix ITSM

- Describe the benefits, features, and roles of BMC Helix ITSM Service Desk
- Explain the Incident and Problem management roles and permissions
- Explain the Incident Lifecycle
- Describe the Problem Management Process
- Describe the process of ticket creation
- Explain how to integrate Smart Recorder with Phone Systems
- Describe ticket templates
- Explain how to create a new incident using the Create New menu and the Related Items tab
- Describe how to add tasks to a ticket
- Explain how to relate tickets and resources
- Describe how to create a problem investigation
- Describe how to resolve an incident
- Explain how to launch Microsoft Teams chat from an Incident screen
- Explain how to add new members to a Microsoft Teams chat

### Module 3: Change Management and Release Management with BMC Helix ITSM

- Describe change management and change requests

- Explain the phases of a change, change management roles and permissions, the process of creating a change request, adding tasks to a change request, and adding other items to a change request
- Describe impact analysis in BMC Helix ITSM
- Explain collisions and collision management in BMC Helix ITSM
- Explain the process of approving a change request and adding approvers to change requests
- Explain release management, release management roles and permissions
- Describe release milestones, release, activities, and tasks
- Explain the process of creating a Release Request
- Describe how to create an activity
- Explain how to add tasks to activities

### Module 4: Knowledge Management with BMC Helix ITSM

- Provide an overview of BMC Helix ITSM: Knowledge Management and its roles and permissions
- Explain how to access the BMC Helix Knowledge Console
- Describe BMC Helix Knowledge Management by ComAround
- Describe various knowledge templates in BMC Helix ITSM Knowledge Management
- Explain how to create, flag, and unflag knowledge articles
- Describe how to view the Approval List
- Explain how to approve the knowledge articles and link knowledge articles
- Provide an overview of Knowledge-Centered Support (KCS)

### Module 5: Asset Management with BMC Helix ITSM

- Provide an overview of BMC Helix ITSM Asset Management
- List the roles and permissions of asset management
- Explain how to access the Asset Management console
- Explain creating Configuration Items
- Explain how to create a new asset
- Describe how to relate CIs to a ticket

#### Discount Options

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

Contact us for additional information 