



BMC Remedy IT Service Management 9.0: What's New

COURSE ABSTRACT

COURSE CODE

- » SPPT-ITWN-0900

PRODUCT RELEASE

- » BMC Remedy IT Service Management v9.0

DELIVERY METHOD

- » Web-based Training (WBT)

COURSE DURATION

- » 3 Hours

TARGET AUDIENCE

- » Application Administrators
- » Application Developers

PREREQUISITES

- » None

Course Overview

The *BMC Remedy IT Service Management 9.0: What's New* online course is designed for ITSM application users with previous BMC Remedy IT Service Management 8.0/8.1 education and experience. This self-paced course introduces participants to the new features in ITSM 9.0, using examples and simulations to ensure experienced 8.0/8.1 users gain the knowledge necessary for 9.0 proficiency. In addition, the new features in Atrium Core 9.0 and BMC Remedy AR System 9.0 are also introduced in this course.

IMPORTANT: The **BMC Accredited Administrator: BMC Remedy IT Service Management 9.0** exam is not included with this course and is available at an additional cost for students who have passed the previous version exam. Please contact BMC Education Services with your request. The 9.0 exam includes topics covered in this course and in the *BMC Remedy IT Service Management 9.0: Administering* course. Be prepared to answer questions about administering that are not covered in this course.

Course Objectives

- » Describe the archiving feature for ITSM 9.0
- » Describe how to enable/disable and manage the archive policies from the AR System Archive Manage Console
- » Define archiving for custom ITSM forms
- » Identify the archiving export process
- » Identify the Onboarding Wizard data update feature
- » Describe the LDAP feature for data import
- » Import data using LDAP
- » Describe how to use the BMC Remedy Deployment Application to build and export packages consisting of code and data
- » Import and deploy packages
- » Describe the simplified installation procedure for Process Designer 9.0
- » Describe how to add tasks in Process Designer process instance at runtime
- » Describe the Yellowfin reporting tool that includes rich data visualizations with interactive charting
- » Identify the context social and collaboration features
- » Describe how to reconcile customizations by comparing new, old, and overlaid code



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COURSE ACTIVITIES

- » Presentations
- » Simulations
- » Course Assessment

ACCREDITATION AND CERTIFICATION PATHS

- » This course is part of the BMC Accredited Administrator: BMC Remedy IT Service Management 9.0 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: BMC Remedy 9.0 Enhancements

- » BMC Remedy IT Service Management 9.0 enhancements and changes
- » BMC Remedy AR System 9.0 enhancements and changes
- » BMC Atrium CMDB 9.0 enhancements and changes

Module 2: Archiving in BMC Remedy ITSM

- » Archiving concepts for ITSM 9.0
- » Archiving components – Association, Cardinality, Relationships, Qualifications, and Permissions
- » Manage archiving from AR System Archive Manager Console
- » Archiving policies
- » Archiving policy for custom form

Module 3: LDAP and Onboarding Wizard

- » LDAP data import method
- » Configure LDAP import method
 - Create Transformation
 - Create Job
- » Configure Onboarding Wizard connection with LDAP server
- » Update data using Onboarding Wizard

Module 4: Promote Data Across Environments

- » Promote Data from development server to QA server and production server
- » Access the AR System Deployment Management Console
- » Create, build, and export package
- » Import and deploy package

Module 5: BMC Smart Reporting

- » Introduction to BMC Remedy Smart Reporting
- » Access BMC Remedy Smart Reporting
- » BMC Remedy Smart Reporting Social Capabilities
- » Create predefined and custom reports

Module 6: BMC Remedy Process Designer 9.0

- » Install and Upgrade Process Designer 9.0
- » Add Ad hoc task and sequential approval
- » Manage process status for the service request
- » Sync SRM work info with incident request
- » View Process Wizard

Module 7: AR Customization Reconciliation

- » Introduction to the AR Customization Reconciliation feature
- » Compare and reconcile objects

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