



BMC Remedy IT Service Management 9.1: What's New

COURSE ABSTRACT

COURSE CODE

- » SPPT-ITWN-0910

PRODUCT RELEASE

- » BMC Remedy IT Service Management 9.1

DELIVERY METHOD

- » Web-based Training (WBT)

COURSE DURATION

- » 2 Hours

TARGET AUDIENCE

- » ITSM Application Administrators
- » ITSM Application Developers

PREREQUISITES

- » *BMC Remedy IT Service Management 9.0: Administering* (ILT/ODL)
- » *BMC Remedy IT Service Management 9.0: What's New* (WBT)

Course Overview

The *BMC Remedy IT Service Management 9.1 What's New* online course is designed for ITSM application users with previous BMC Remedy IT Service Management 9.0 education and experience. This self-paced course introduces participants to the new features in ITSM 9.1, using examples and simulations to ensure experienced 9.0 users gain the knowledge necessary for 9.1 proficiency.

Course Objectives

- » Explain the new data access model in ITSM 9.1
- » Identify the permissions for the data access model
- » Describe the row-level security (RLS) feature in ITSM 9.1
- » Describe the Hierarchical Group support in ITSM 9.1
- » Describe the Assignment Menus
- » Identify the ITSM 9.1 upgrade considerations for the data access model
- » Configure Hierarchical Groups
- » Add parent groups for Hierarchical Group support
- » Remove a group for Hierarchical Group support
- » Add a support group in the assignment menus
- » Restrict a support group in the assignment menus
- » Identify the UDM foundation data spreadsheet update for the Company column
- » Merge Company data using Data Wizard
- » Merge Support Group data using Data Wizard
- » Identify the following new options on the AR System Deployment Management Console:
 - Object Type
 - Rollback
- » Add SRD, PDT, and supporting data to a deployment package
- » Identify SLM Archiving Policies



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COURSE ACTIVITIES

- » Presentations
- » Simulations
- » Quizzes

ACCREDITATION AND CERTIFICATION PATHS

- » This course is not part of a BMC Certification 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: Enhancements to BMC Remedy ITSM Data Access

- » Updates in BMC Remedy ITSM 9.1
- » Introduction to Row-Level Security
- » Introduction to Hierarchical Groups
- » Introduction to Assignment Menus

Module 2: Enhancements to UDM and Data Wizard

- » Updates to the UDM Foundation Data Spreadsheets
- » Merge Company Data using Data Wizard
- » Merge Support Group Data using Data Wizard

Module 3: Dev-to-Prod Updates and Other ITSM 9.1 Changes

- » Include OOTB, Overlaid, and Custom Objects in the Deployment Package
- » Add SRD, PDT, and Supporting Data to Deployment Package
- » Roll Back the Deployed Package
- » SLM Archiving Association with ITSM and SRM
- » SLM Archiving Policies

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