



# BMC Remedy IT Service Management 9.x: Upgrade Fundamentals (WBT)

## COURSE ABSTRACT

### COURSE CODE

» SPPT-MTR9-0910

### APPLICABLE VERSIONS

» BMC Remedy 9.1, 9.1.01, and 9.1.02

### DELIVERY METHOD

» Web-based Training (WBT)

### COURSE DURATION

» 2 Hours

### PREREQUISITES

» NA

## Course Overview

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

This course will explain the new features available in Remedy 9 and how those feature impact the upgrade process. You will learn how to efficiently upgrade by learning the best practices that BMC uses to upgrade, and strategies to avoid common problems. You will learn by watching videos and listening to lectures from BMC Experts. When you complete this course, you will have the skills needed to shorten the time it takes to perform the upgrade, and therefore reduce the cost of the upgrade.

**Note:** Experience administering and/or implementing the BMC Remedy IT Service Management Suite 7.x or later are prerequisites for this course.

## Target Audience

- » Administrators
- » Users
  - Upgrade Project Teams
  - Implementation Specialists
  - Project Managers
  - Business Analysts
  - Professional Services

## Learner Objectives

- » Understand how to create an upgrade project plan
- » Understand how to create a user acceptance testing (UAT) plan
- » Understand how to create a Go-Live plan
- » Understand various Remedy upgrade paths
- » Identify common technical upgrade issues:
  - Reconcile customizations to Asset Management forms done prior to upgrades to the architecture of the configuration management database (CMDB)
  - Resolve upgrade errors without reverting the database which delays the upgrade process unnecessarily



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### COURSE ACTIVITIES

- » Product Demonstrations (Videos)


### 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 not part of any Certification or Accreditation paths.

### 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: Use Cases

- » Improving the User Experience
  - Formless ticket creation
  - Knowledge Centered Support (KCS)
  - Innovative self-service
  - Smart Recorder
  - Guided change requests
  - Collaboration
- » Smart Reporting
- » Remedy Single Sign-On (RSSO)
- » Platform only upgrade option
- » Performance enhancements

### Module 2: Project Planning Techniques

- » Introduction to the AMIGO program
- » Upgrade analysis
- » Upgrade process project plan and phases
- » User Acceptance Test (UAT) plan
- » Go-Live plan

### Module 3: Technical Topics

- » Explain upgrade paths for version 7.x and 8.x
- » Pre-checks using the Configuration Checker utility
- » Pre-upgrade steps
- » AR Customization Reconciliation tool
- » Use Case demonstrations:
  - Invalid Asset Attribute mappings
  - CMDB denormalization
  - Upgrade error messages

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