



BMC Remedy IT Service Management Process Designer 9.0: Concepts

COURSE ABSTRACT

COURSE CODE

» SPPT-PDCO-0900

PRODUCT RELEASE

» BMC Remedy IT Service Management 9.0

DELIVERY METHOD

» Web-Based Training (WBT)

COURSE DURATION

» 1 Hour

TARGET AUDIENCE

» Application Administrators

PREREQUISITES

» N/A

Course Overview

This course covers the basic concepts of BMC Remedy IT Service Management (ITSM) Process Designer. It provides an overview of Process Designer and explains its features, benefits, and components. It covers steps to create and manage process templates and explains the important concepts involved in BMC Remedy IT Service Management (ITSM) and BMC Remedy Service Request Management (SRM) integration with Process Designer.

Course Objectives

- » List the features, benefits, and components of BMC Remedy ITSM Process Designer
- » Explain process inheritance
- » List the roles and permissions related to BMC Remedy ITSM Process Designer
- » Introduce the Process Designer Tool
- » List the various types of task actions
- » Describe how to create and manage process templates
- » Explain how to add tasks to the process diagram
- » Explain how to add actions and fields to tasks
- » Describe how to add dependencies in the Process Designer
- » Explain how to change the status of a process template and update a live process template
- » Explain how to modify process template properties and delete process templates
- » Discuss the Process Mapping form
- » Discuss Process Tracker and Process Wizard
- » Explain how to add ad hoc entities to a process
- » Explain integration of BMC Remedy ITSM Process Designer with BMC Remedy IT Service Management
- » Explain integration of BMC Remedy ITSM Process Designer with BMC Remedy Service Request Management (SRM)



BMC Remedy IT Service Management Process Designer 9.0: Concepts

COURSE ABSTRACT


COURSE ACTIVITIES

- » Presentations
- » Quiz

CERTIFICATION PATH

- » N/A

DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » Contact us for additional information 

Course Lessons

Lesson 1: Introduction to BMC Remedy ITSM Process Designer

- » Introduce Process Designer
- » List the features, benefits, and components of BMC Remedy ITSM Process Designer
- » Explain process inheritance
- » List the roles and permissions related to BMC Remedy ITSM Process Designer
- » Introduce the Process Designer Tool and explain how to launch it
- » Discuss various components of the Process Designer Client window
- » List the various types of task action

Lesson 2: Creating and Managing Processes with BMC Remedy ITSM Process Designer

- » Discuss various process template statuses

- » Explain how to create process templates
- » Explain how to add tasks to the process diagram
- » Explain how to add actions and fields to tasks
- » Describe how to add dependencies in the Process Designer
- » Discuss various task actions
- » Explain how to change the layout of a process diagram
- » Discuss how to add diagram notes to a process diagram
- » Explain how to change the status of a process template
- » Discuss how to update a live process template
- » Explain how to modify process template properties

- » Explain how to delete process templates

Lesson 3: Integration with BMC Remedy ITSM Applications and BMC Remedy Service Request Management

- » Discuss the Process Mapping form
- » Discuss Process Tracker and Process Wizard
- » Explain how to add ad hoc entities (ad hoc tasks and ad hoc task templates) to a process
- » Explain integration of BMC Remedy ITSM Process Designer with BMC Remedy IT Service Management
- » Explain integration of BMC Remedy ITSM Process Designer with BMC Remedy SRM