



# BMC Remedy Problem Management 9.0: Overview

## COURSE ABSTRACT

### COURSE CODE

» SPPT-PMOV-0900

### PRODUCT RELEASE

» BMC Remedy Problem Management 9.0

### DELIVERY METHOD

» Web-Based Training (WBT)

### COURSE DURATION

» 30 minutes

### TARGET AUDIENCE

» Problem Coordinators  
» Specialists

### PREREQUISITES

» N/A

## Course Overview

The *BMC Remedy Problem Management 9.0: Overview* course provides you with the basic understanding of the Problem Management process. In addition to this, it gives you a glimpse of how Problem Management forms a part of the complete IT Service Management Suite. In addition, it familiarizes you with the different consoles that are used in the Problem Management processes.

## Course Objectives

- » Describe the components, terminology, and purpose of BMC Remedy IT Service Management Suite, BMC Remedy ITSM applications
- » Discuss BMC Remedy Problem Management as part of BMC Remedy Service Desk
- » Elaborate on the benefits of Problem Management
- » Describe the Problem Investigation Lifecycle, roles, responsibilities, and permissions related to BMC Remedy Problem Management
- » Provide a walkthrough of the IT Home page and other ITSM consoles



# BMC Remedy Problem Management 9.0: Overview

## COURSE ABSTRACT


### COURSE ACTIVITIES

- » Presentations

### 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 Problem Management

- » Components, terminology, and purpose of BMC Remedy IT Service Management Suite
- » BMC Remedy ITSM applications
- » Problem Management as part of BMC Remedy Service Desk
- » Benefits of Problem Management
- » Problem Investigation Lifecycle
- » Roles, responsibilities, and permissions related to BMC Remedy Problem Management

### Lesson 2: Accessing the Problem Console

- » BMC Remedy Action Request System
- » Functional elements of IT Home page
- » Functional elements of Problem Console
- » Other consoles integrated with Problem Management

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©2015 BMC Software, Inc. All rights reserved.