

BMC Helix ITSM – Problem Management

20.x: Fundamentals Using (WBT)

[Learning Path >](#)

Course Code: SPPT-PMUS-2002

Modality	Duration	Applicable Versions	Target Audience
Web-based Training (WBT)	4 Hours	BMC Service Desk 18.05, 18.08, 19.02, 19.08, 19.11, and 20.02	<ul style="list-style-type: none">• Problem Coordinators• Specialists

Course Overview

BMC Service Desk uses automated, ITIL® compliant Incident Management and Problem Management processes to help IT organizations respond quickly and efficiently to conditions that disrupt critical services. The Incident Management process focuses on getting users up and running after disruptions. The Problem Management process focuses on determining the root cause of a problem, and on using the Change Management process to correct the root cause. BMC Service Desk provides a single point of contact for user requests, user submitted incidents, and infrastructure-generated incidents.

This course provides you with a detailed understanding of the Problem Management process. You will learn about the procedures, terminology, roles and responsibilities involved, and the chief functionality of the Problem Management process.

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NOTE: The content of this course is focused on using Problem Management with Mid Tier. To learn how manage tickets using Smart IT, BMC recommends that you take the BMC Helix ITSM – Smart IT 19.x: Fundamentals Using (WBT) course.

Prerequisites

- NA

Recommended Trainings

- NA

Learning Objectives

- Problem Management concepts, features, roles, and responsibilities
- Problem Investigation Lifecycle stages
- Access the IT Home page and identify its features and functionality
- Problem Console: Functional areas
- Features and functionality available on the Problem Investigation form
- Methods to search for problem records
- Responsibilities of various Problem Management roles and associated tasks and concepts
- Creating problem records
- Role of Specialists in Root Cause Analysis procedure
- Closing problem investigations
- Supplemental features related to the Problem Management application including application preferences, broadcasts, and reminders
- Add tasks to a problem record

Course Modules

Course Overview

Module 1: BMC Service Desk – Problem Management: Concepts

- Introduction to Problem Management
- Problem Console: Functional Areas
- Problem Management Forms Overview Methods to Search for Problem Records

Module 2: BMC Service Desk – Problem Management: For Problem Coordinators

- Problem Coordinator Role: Overview
- Review Incident Requests
- Review Results
- Close Problem Investigations

Module 3: BMC Service Desk – Problem Management: For Specialists

- Specialists Role: Overview
- Root Cause Analysis

Module 4: BMC Service Desk – Problem Management: Supplemental Features

- KPI Dashboards
- View and Update Personal Profile
- Specify Application Preferences
- Create Broadcasts and Reminders
- Work with Tasks

Appendix A: BMC Service Desk – Problem Management: Generating Reports

Discount Options

Have multiple students? Contact us to discuss hosting a private class for your organization.

Contact us for additional information 