

# Partner Success Education Subscription FY25

## - DSOM



ABSTRACT

BMC Education &gt;

Course Code: SPPT-PS25-SUBS-DSOM



### Delivery Method

- Web-based Training (WBT)
- Self-Paced Training (SPT)



### Target Audience

- Partner

## Subscription Overview

BMC Helix IT Service Management is a powerful service management platform that improves IT service delivery. The intuitive user experience is built around roles, to help you be more productive with less effort.

BMC Helix IT Operations Management enables IT departments to monitor the performance and availability of the infrastructure and applications that comprise their services, monitor events coming from the infrastructure devices, and monitor transactions from the applications that enable the services they deliver.

This subscription provides a deep dive into the components and features of AR System, BMC Helix ITSM, Smart IT, BMC Helix Digital Workplace, BMC Helix CMDB, BMC Helix Dashboards, and Innovation Studio. This subscription also provides a deep dive into the components and features of BMC Helix Operations Management, BMC Helix AIOps/Service Monitoring, BMC Helix Log Analytics, BMC Helix Continuous Optimization, and BMC Helix Discovery.

Using examples, demonstrations, and scenarios, the content of the online education subscription details the features and capabilities of these solutions and how to leverage them.

*Note: This content is part of an annual subscription and is regularly updated and changed, without notice, based on product updates, improvements, and additions. During the duration of the subscription, users will have access to the latest content without incurring additional fees or being subject to additional registrations.*

## Learner Objectives

### SERVICE MANAGEMENT

- Accessing services, knowledge, and administering BMC Helix Digital Workplace
- Customizing the user experience, via bundles, banners, and virtual marketplaces in BMC Helix Digital Workplace
- Developing, building, deploying, and using applications on cloud (SaaS) and on-premises environments using AR System, a part of the single-tenant BMC Helix Innovation Suite
- Creating, configuring, customizing, delivering, and managing the IT Service Management requests and functions of your organization using the BMC Helix ITSM suite of applications
- Administering Helix Virtual Agent, a self-service solution for users to resolve their issues by chatting to

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support agents.

- Storing and managing the configuration items (CIs) that represent your IT environment using BMC Helix CMDB.
- Creating, exporting, and sharing interactive and customizable dashboards using BMC Helix Dashboards
- Describe how to work with BMC Helix ITSM Consoles

### IT OPERATIONS MANAGEMENT

- Monitor the infrastructure performance and availability in your environment
- Discover, monitor, and optimize traditional and multi-cloud resources
- Visualize data and create reports
- Use all products available within BMC Helix IT Operations Management
- Administer all products available within BMC Helix IT Operations Management

### Offerings

Course Name	Duration	Delivery Method (WBT, SPT)
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### SERVICE MANAGEMENT

#### BMC AR SYSTEM

BMC AR System 20.x: Fundamentals Administering - Part 1 (WBT)	2 hours	WBT
BMC AR System 20.x: Fundamentals Administering - Part 2 (SPT)	4 days	SPT
BMC AR System 20.x: Fundamentals Developing - Part 1 (SPT)	4 days	SPT
BMC AR System 20.x: Fundamentals Developing - Part 2 (SPT)	2 days	SPT

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Course Name	Duration	Delivery Method (WBT, SPT)
BMC AR System 21.x: Enhancements for Administering (WBT)	30mins	WBT
BMC AR System 23.x: Fundamentals Administering - Part 1 (WBT)	2 hours	WBT

BMCHELIX BUSINESS WORKFLOWS

BMC Helix Business Workflows 21.x: Fundamentals Using (WBT)	3 hours	WBT
BMC Helix Business Workflows 20.x: Fundamentals Using (WBT)	3 hours	WBT
BMC Helix Business Workflows 21.x: Fundamentals Administering - Part 1 (SPT)	3 days	SPT
BMC Helix Business Workflows 21.x: Fundamentals Administering - Part 2 (SPT)	2 days	SPT
BMC Helix Business Workflows 23.x: Fundamentals Using (WBT)	4 hours	WBT
BMC Helix for HR Service Management 23.x: Fundamentals Concepts (WBT)	1 hour	WBT

BMCHELIX CHATBOT AND BMCHELIX VIRTUAL AGENT

BMC Helix Chatbot 20.x: Fundamentals Administering (SPT)	3 days	SPT
BMC Helix Virtual Agent 22.x: Fundamentals Administering (SPT)	3 days	SPT

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**BMC HELIX CMDB**

Course Name	Duration	Delivery Method (WBT, SPT)
BMC Helix CMDB 20.x: Advanced Extending CDM and Asset Attributes (SPT)	2 days	SPT
BMC Helix CMDB 20.x: Advanced Using REST API and Pentaho Spoon (SPT)	3 days	SPT
BMC Helix CMDB 19.x: Fundamentals Administering - Part 1 (WBT)	3 hours	WBT
BMC Helix CMDB 19.x: Fundamentals Administering - Part 2 (SPT)	5 days	SPT
BMC Helix CMDB 20.x: Fundamentals Administering - Part 1 (WBT)	3 hours	WBT
BMC Helix CMDB 20.x: Fundamentals Administering - Part 2 (SPT)	5 days	SPT
BMC Helix CMDB 21.x: Enhancements for Administering (WBT)	30mins	WBT
BMC Helix CMDB 22.x: Fundamentals Administering - Part 1 (WBT)	3 hours	WBT

**BMCHelix Digital Workplace**

BMC Helix Digital Workplace 20.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Helix Digital Workplace 21.x: Fundamentals Using (WBT)	3 hours	WBT

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Course Code: SPPT-PS25-SUBS-DSOM

Course Name	Duration	Delivery Method (WBT, SPT)
BMC Helix Digital Workplace 22.x: Fundamentals Using (WBT)	3 hours	WBT
BMC Helix Digital Workplace 23.x: Fundamentals Using (WBT)	3 hours	WBT
BMC Helix Digital Workplace Basic 20.x: Fundamentals Administering (SPT)	3 days	SPT
BMC Helix Digital Workplace Basic 21.x: Enhancements for Administering (WBT)	30 mins	WBT
BMC Helix Digital Workplace Advanced 20.x: Fundamentals Administering (SPT)	2 days	SPT
BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering - Part 2 (SPT)	3 days	SPT
BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering - Part 3 (SPT)	2 days	SPT
BMC Helix Digital Workplace Advanced 21.x: Enhancements for Administering (WBT)	30 mins	WBT
BMC Helix Digital Workplace Catalog 21.x: Fundamental Concepts (WBT)	3 hours	WBT
BMC Helix Digital Workplace Catalog 22.x: Fundamental Concepts (WBT)	3 hours	WBT
BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows - Part 1 (WBT)	3 hours	WBT

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**BMC Helix Innovation Studio**

BMC Helix Innovation Studio 22.x: Fundamentals Developing (WBT)	2 hours	WBT
BMC Helix Innovation Studio 22.x: Fundamentals Developing Codeless Application (SPT)	3 days	SPT
BMC Helix Innovation Suite 21.x: Enhancements for Administering and Developing (WBT)	1 hour	WBT

**BMC Helix ITSM**

BMC Helix ITSM - Asset Management 19.X: Fundamentals Using (WBT)	7 hours	WBT
BMC Helix ITSM - Change Management 19.X: Fundamentals Using (WBT)	7 hours	WBT
BMC Helix ITSM - Incident Management 19.x: Fundamentals Using (WBT)	5 hours	WBT
BMC Helix ITSM - Knowledge Management 19.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Helix ITSM - Problem Management 19.x: Fundamentals Using (WBT)	3 hours 30 mins	WBT
BMC Helix ITSM - Asset Management 20.x: Fundamentals Using (WBT)	7 hours	WBT

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Course Name	Duration	Delivery Method (WBT, SPT)
BMC Helix ITSM - Change Management 20.x: Fundamentals Using (WBT)	7 hours	WBT
BMC Helix ITSM - Incident Management 20.x: Fundamentals Using (WBT)	5 hours	WBT
BMC Helix ITSM - Problem Management 20.x: Fundamentals Using (WBT)	4 hours	WBT
BMC Helix ITSM 19.x: Fundamentals Administering - Part 1 (WBT)	6 hours	WBT
BMC Helix ITSM 19.X: Fundamentals Administering - Part 2 (SPT)	5 days	SPT
BMC Helix ITSM 20.x: Fundamentals Administering - Part 1 (WBT)	6 hours	WBT
BMC Helix ITSM 20.x: Fundamentals Administering - Part 2 (SPT)	5 days	SPT
BMC Helix ITSM 22.x: Fundamentals Administering - Part 1 (WBT)	4 hours	WBT
BMC Helix ITSM Insights 21.x: Fundamentals Using (WBT)	1 hour	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals of Knowledge Management (WBT)	1 hour	WBT
BMC Helix ITSM - Smart IT 19.x: Fundamentals Using (WBT)	3 hours 30 mins	WBT

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Course Name	Duration	Delivery Method (WBT, SPT)
BMC Helix ITSM - Smart IT 20.x: Fundamentals Administering (SPT)	2 days	SPT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using (WBT)	4 hours	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Asset Management (WBT)	3 hours	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Change Management (WBT)	6 hours	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Incident Management (WBT)	5 hours	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Problem Management (WBT)	4 hours	WBT
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Release Management (WBT)	1 hour	WBT
BMC Helix ITSM - Smart IT 21.x: Fundamentals Administering (SPT)	3 days	SPT
BMC Helix ITSM - Smart IT 21.x: Fundamentals Developing Progressive Web Applications (SPT)	3 days	SPT
BMC Helix ITSM - Smart IT 21.x: Fundamentals Using (WBT)	4 hours	WBT
BMC Helix ITSM - Smart IT 22.x: Fundamentals Using (WBT)	4 hours	WBT



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Course Code: SPPT-PS25-SUBS-DSOM

Course Name	Duration	Delivery Method (WBT, SPT)
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Administering (SPT)	2 days	SPT
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Report Designing (SPT)	2 days	SPT
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Administering (SPT)	2 days	SPT
BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Helix ITSM Insights 23.x: Fundamentals Using (WBT)	1.5 hours	WBT
BMC Helix ITSM 23.x: Fundamentals Using (WBT)	3 hours	WBT

BMCHelix Dashboards

BMC Helix Dashboards 21.x: Fundamentals Designing for Service Management (SPT)	3 days	SPT
BMC Helix Dashboards 21.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Helix Dashboards 23.x: Fundamentals Migrating Reports (WBT)	2 hours	WBT

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BMC Helix Dashboards 23.x: Fundamentals Using (WBT)	3 hours	WBT
BMC Helix Dashboards: Overview (WBT)	1 hour	WBT
Course Name	Duration	Delivery Method (WBT, SPT)

BMC Helix IT Service Management: Migration

BMC Helix Data Manager 21.x: Fundamentals Migrating Data - Part 1 (WBT)	3 hours	WBT
BMC Helix IT Service Management: BMC Helix Migration Overview (WBT)	30 mins	WBT
BMC Helix IT Service Management: Planning the Migration (WBT)	30 mins	WBT
BMC Helix IT Service Management: Activation Tasks (WBT)	1 hour	WBT
BMC Helix IT Service Management: Customizations Migration and Development Tasks (WBT)	30 mins	WBT
BMC Helix IT Service Management: Initial Data Migration, Unit Testing and Delta Data Migration - EC1 (WBT)	1 hour	WBT
BMC Helix IT Service Management: UAT, Resolving Issues and Packaging Fixes (WBT)	30 mins	WBT
BMC Helix IT Service Management: Pre-final Data Migration, Delta Data Migration - EC2 and Go-Live (WBT)	1 hour	WBT

BMC Helix IT Service Management: Onboarding

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BMC Helix IT Service Management: Onboarding - Overview (WBT)	30 mins	WBT
Course Name	Duration	Delivery Method (WBT, SPT)
BMC Helix IT Service Management: Onboarding - Activation Tasks (WBT)	1 hour	WBT
BMC Helix IT Service Management: Onboarding - Planning (WBT)	30 mins	WBT

BMC Helix IT Service Management: Deployment

BMC Helix IT Service Management: Planning On-Premises Deployment (WBT)	30 mins	WBT
BMC Helix IT Service Management: Setting up Database (WBT)	40mins	WBT
BMC Helix IT Service Management: Preparing for Installation (WBT)	1 hour	WBT
BMC Helix IT Service Management: Setting up BMC Deployment Engine (WBT)	1 hour 30 mins	WBT
BMC Helix IT Service Management: Performing Deployment (WBT)	2 hours 30 mins	WBT
BMC Helix IT Service Management: Post Deployment Configuration (WBT)	20 mins	WBT

BMC REMEDYFORCE AND BMC HELIX REMEDYFORCE

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BMC Remedyforce: Fundamentals for Administrators - Part 1 (WBT)	2 hours	WBT
Course Name	Duration	Delivery Method (WBT, SPT)
BMC Remedyforce: Fundamentals of Change Management & Release Management (WBT)	2 hours	WBT
BMC Remedyforce: Fundamentals of Incident Management & Problem Management (WBT)	2 hours	WBT
BMC Remedyforce: Fundamentals of Mobile Application (WBT)	1 hour 30 mins	WBT
BMC Remedyforce: Fundamentals of Reports and Dashboards for Administrators (WBT)	30 mins	WBT
BMC Remedyforce: Fundamentals of Self Service Portal (WBT)	1 hour	WBT
BMC Remedyforce: Fundamentals of Service Level Management (WBT)	1 hour	WBT
BMC Remedyforce: Fundamentals of Service Level Management for Administrators (WBT)	30 mins	WBT
BMC Remedyforce: Fundamentals of Service Request Management (WBT)	30 mins	WBT
BMC Remedyforce: Fundamentals of Service Request Management for Administrators (WBT)	30 mins	WBT
BMC Remedyforce: Fundamentals QuickViews and Dashboard Management (WBT)	2 hours	WBT

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BMC Remedyforce: Fundamentals Reports and Dashboards (WBT)	2 hours	WBT
Course Name	Duration	Delivery Method (WBT, SPT)
BMC Helix Remedyforce 21.x: Fundamentals of Incident Management & Problem Management (WBT)	2 hours	WBT
BMC Helix Remedyforce 21.x: Fundamentals of Service Request Management for Administrators (WBT)	2 hours	WBT
BMC Helix Remedyforce: Fundamentals for Administrators - Part 1 (WBT)	2 hours	WBT
BMC Helix Remedyforce: Fundamentals of Configuration Management - Part 1 (WBT)	1 hour	WBT
BMC Helix Remedyforce: Fundamentals of Configuration Management - Part 2 (WBT)	1 hour 30 mins	WBT

BMC SERVICE REQUEST MANAGEMENT

BMC Service Request Management 20.x: Fundamentals Administering (SPT)	3 days	SPT
BMC Service Request Management 9.x: Fundamentals for Users (WBT)	2 hours	WBT

BMC WORK ORDER MANAGEMENT

BMC Work Order Management 9.x: Fundamentals for Users (WBT)	2 hours	WBT
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OTHERS

Course Name	Duration	Delivery Method (WBT, SPT)
BMC Helix Portal: Overview (WBT)	30 mins	WBT
BMC Helix Multi-Cloud Service Management 20.x: Fundamentals Administering (WBT)	4 hours 30 mins	WBT
BMC Helix Cloud Security 21.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Excellence: Understanding the Agile Methodology (WBT)	30 mins	WBT
BMC Helix iPaaS 21.x: Fundamentals Integrating (WBT)	2 hours	WBT

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### IT OPERATIONS MANAGEMENT

#### BMC Client Management

BMC Client Management 20.x: Fundamentals Administering - Part 1 (SPT)	3 days	SPT
BMC Client Management 20.x: Fundamentals Administering - Part 2 (SPT)	2 days	SPT

#### BMC TrueSight

Course Name	Duration	Delivery Method (WBT, SPT)
BMC TrueSight 11.x: Overview (WBT)	30mins	WBT
BMC Course for TrueSight Automation Console 21.x: Fundamentals Using (WBT)	2 hours	WBT
BMC Course for TrueSight Automation Console 22.x: Fundamentals Using (SPT)	2 days	SPT
BMC Course for TrueSight Capacity Optimization 20.x: Fundamentals Administering (SPT)	2 days	SPT
BMC Course for TrueSight Capacity Optimization 20.x: Fundamentals Using (SPT)	2 days	SPT
BMC Course for TrueSight Network Automation 20.x: Fundamentals Using (WBT)	3 hours	WBT
BMC Course for TrueSight Network Automation 21.x: Fundamentals Administering (SPT)	3 days	SPT



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BMC Course for TrueSight Operations Management 11.x: Advanced Event Management (SPT)	3 days	SPT
BMC Course for TrueSight Operations Management 11.x: Advanced Training - Smart Reporting (WBT)	1 hour 30 mins	WBT
BMC Course for TrueSight Operations Management 11.x: Fundamentals Administering (SPT)	4 days	SPT
BMC Course for TrueSight Operations Management 11.x: Fundamentals Installing (SPT)	1 day	SPT
Course Name	Duration	Delivery Method (WBT, SPT)
BMC Course for TrueSight Operations Management 11.x: Fundamentals Operating (SPT)	1 day	SPT
BMC TrueSight Operations Management 11.x: Fundamentals Architecture and Components (WBT)	1 hour	WBT
BMC Course for TrueSight Operations Management to BMC Helix Operations Management Migration: Overview (WBT)	30mins	WBT
BMC Course for TrueSight Orchestration 20.x: Advanced Integrating (SPT)	3 days	SPT
BMC Course for TrueSight Orchestration 20.x: Advanced Web Services (SPT)	3 days	SPT
BMC Course for TrueSight Orchestration 20.x: Fundamentals Administering (SPT)	3 days	SPT
BMC Course for TrueSight Orchestration 20.x: Fundamentals Architecture and Components (WBT)	1 hour	WBT

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BMC Course for TrueSight Orchestration 20.x: Fundamentals Developing (SPT)	3 days	SPT
BMC Course for TrueSight Orchestration 20.x: Fundamentals Installing & Configuring (SPT)	1 day	SPT
BMC TrueSight Orchestration 8.x: Fundamentals - Architecture and Components (WBT)	1 hour	WBT
BMC Course for TrueSight Server Automation 20.x: Advanced Administering (SPT)	5 days	SPT
Course Name	Duration	Delivery Method (WBT, SPT)
BMC Course for TrueSight Server Automation 20.x: Fundamentals Administering - Part 1 (WBT)	1 hour	WBT
BMC Course for TrueSight Server Automation 20.x: Fundamentals Administering - Part 2 (SPT)	5 days	SPT
BMC Course for TrueSight Server Automation 20.x: Overview (WBT)	30mins	WBT
BMC Course for TrueSight Server Automation 21.x: Architecture and Components (WBT)	1 hour 30 mins	WBT
BMC Course for TrueSight Server Automation 21.x: Overview (WBT)	30 mins	WBT
BMC Course for TrueSight Server Automation 22.x: Architecture and Components (WBT)	2 hours	WBT
BMC Course for TrueSight Server Automation 22.x: Fundamentals Administering (SPT)	1 day	SPT

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BMC Course for TrueSight Server Automation 22.x: Fundamentals Developing (SPT)	2 days	SPT
BMC Course for TrueSight Server Automation 22.x: Fundamentals Using (SPT)	2 days	SPT

BMC Helix Continuous Optimization

BMC Helix Continuous Optimization: Advanced Collecting Data Using Out-of-the-box-ETLs (WBT)	1 hour	WBT
Course Name	Duration	Delivery Method (WBT, SPT)
BMC Helix Continuous Optimization: Downloading and Running the Migration Toolkit (WBT)	3 hours	WBT
BMC Helix Continuous Optimization: Fundamentals Authorization Profiles (WBT)	30 mins	WBT
BMC Helix Continuous Optimization: Fundamentals Migrating Overview (WBT)	3 hours	WBT
BMC Helix Continuous Optimization: Fundamentals Overview of Metrics and Indicators (WBT)	30 mins	WBT
BMC Helix Continuous Optimization: Fundamentals Role Based Access Control (WBT)	1 hour	WBT
BMC Helix Continuous Optimization: Fundamentals Simulating Cloud Migration (WBT)	1 hour	WBT
BMC Helix Continuous Optimization: Fundamentals Using Filters (WBT)	1 hour	WBT

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BMC Helix Continuous Optimization: Fundamentals Using Tags and Bookmarks (WBT)	1 hour	WBT
BMC Helix Continuous Optimization: Fundamentals Working with Business Service Views and Service Pools (WBT)	1 hour	WBT
BMC Helix Continuous Optimization: Fundamentals Working with Capacity Pools (WBT)	30 mins	WBT
BMC Helix Continuous Optimization: Fundamentals Working with Dashboards (WBT)	30 mins	WBT
Course Name	Duration	Delivery Method (WBT, SPT)
BMC Helix Continuous Optimization: Fundamentals Working with Domains and Entities (WBT)	1 hour	WBT
BMC Helix Continuous Optimization: Installing the Remote ETL Engine (WBT)	3 hours	WBT
BMC Helix Continuous Optimization: Overview (WBT)	1 hour	WBT
BMC Helix Continuous Optimization: Planning the Migration and Activating (WBT)	3 hours	WBT
BMC Helix Continuous Optimization: Using Service Risk Dashboards (WBT)	30 mins	WBT
BMC Helix Continuous Optimization: Validating Data and Performing Post Migration Tasks (WBT)	3 hours	WBT

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BMCDiscovery AND BMCHELIX DISCOVERY

BMC Discovery 11.x: Using New Features (WBT)	1 hour 30 mins	WBT
BMC Discovery 20.x: Fundamentals Administering (SPT)	5 days	SPT
BMC Discovery 20.x: Fundamentals Application Modeling (SPT)	5 days	SPT
BMC Discovery 21.x: Fundamental Concepts (WBT)	1 hour 30 mins	WBT
Course Name	Duration	Delivery Method (WBT, SPT)
BMC Discovery 21.x: Fundamentals Administering (SPT)	5 days	SPT
BMC Discovery 21.x: Fundamentals Application Modeling (SPT)	5 days	SPT
BMC Discovery 22.x: Advanced Customization (SPT)	2 days	SPT
BMC Discovery 22.x: Fundamental Concepts (WBT)	2 hours	WBT
BMC Helix Discovery 23.x: Fundamentals Modeling Services Using Blueprints (WBT)	1 hour	WBT

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**BMCHELIX IT OPERATIONS MANAGEMENT**

BMC Helix IT Operations Management: Performing On-Premises Deployment (WBT)	1 hour	WBT
BMC Helix IT Operations Management: Planning The On-Premises Deployment (WBT)	1 hour	WBT
BMC Helix IT Operations Management: Preparing for On-Premises Deployment (WBT)	30 mins	WBT
BMC Helix IT Operations Management: Troubleshooting On-Premises Deployment Issues (WBT)	1 hour	WBT
BMC Helix IT Operations Management: Troubleshooting On-Premises Post-Deployment Issues (WBT)	1 hour	WBT
Course Name	Duration	Delivery Method (WBT, SPT)
BMC Helix IT Operations Management: Troubleshooting On-Premises Pre-Deployment Issues (WBT)	1 hour	WBT
BMC Helix IT Operations Management: Using Reference Architecture (WBT)	1 hour	WBT
BMC Helix IT Operations Management: Using the Health Check Tool (WBT)	30 mins	WBT

**BMCHELIX LOG ANALYTICS**

BMC Helix Log Analytics: Fundamentals Archiving and Restoring Logs (WBT)	30 mins	WBT
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BMC Helix Log Analytics: Fundamentals Collecting Logs (WBT)	1 hour	WBT
BMC Helix Log Analytics: Fundamentals Deriving Insights From Logs (WBT)	30 mins	WBT
BMC Helix Log Analytics: Fundamentals Detecting Anomalies (WBT)	30 mins	WBT
BMC Helix Log Analytics: Fundamentals Enriching Logs (WBT)	30 mins	WBT
BMC Helix Log Analytics: Fundamentals Extracting Fields (WBT)	30 mins	WBT
BMC Helix Log Analytics: Fundamentals Generating Events Using Alert Policy (WBT)	30 mins	WBT
Course Name	Duration	Delivery Method (WBT, SPT)
BMC Helix Log Analytics: Overview (WBT)	30 mins	WBT

BMCHELIX OPERATIONS MANAGEMENT

BMC Helix Operations Management 23.x: Fundamentals Administering (WBT)	6 hours 30mins	WBT
BMC Helix Operations Management 23.x: Fundamentals Operating (WBT)	3 hours	WBT
BMC Helix Operations Management: Advanced Detecting Anomalies Using Multivariate Policies (WBT)	30 mins	WBT

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Course Code: SPPT-PS25-SUBS-DSOM

BMC Helix Operations Management: Fundamentals Aggregating Events using Correlation Policies (WBT)	30 mins	WBT
BMC Helix Operations Management: Fundamentals Authorization Profiles (WBT)	1 hour	WBT
BMC Helix Operations Management: Fundamentals Device Monitoring (WBT)	30 mins	WBT
BMC Helix Operations Management: Fundamentals Event Policy - Filtering Unwanted Events (WBT)	30 mins	WBT
BMC Helix Operations Management: Fundamentals Event Policy - Notifications (WBT)	30 mins	WBT
BMC Helix Operations Management: Fundamentals Event Policy (WBT)	1 hour	WBT
Course Name	Duration	Delivery Method (WBT, SPT)
BMC Helix Operations Management: Fundamentals Event Policy Enhancements (WBT)	30 mins	WBT
BMC Helix Operations Management: Fundamentals Event Processing and Analytics (WBT)	30 mins	WBT
BMC Helix Operations Management: Fundamentals Generating Events from Logs (WBT)	30 mins	WBT
BMC Helix Operations Management: Fundamentals Groups (WBT)	30 mins	WBT
BMC Helix Operations Management: Fundamentals Implementing Alarm Policies (WBT)	1 hour	WBT



# Partner Success Education Subscription FY25

## - DSOM



ABSTRACT

BMC Education

Course Code: SPPT-PS25-SUBS-DSOM

BMC Helix Operations Management: Fundamentals Log Analytics (WBT)	30 mins	WBT
BMC Helix Operations Management: Fundamentals Monitor Policies (WBT)	1 hour	WBT
BMC Helix Operations Management: Fundamentals Role-Based Access Control (WBT)	1 hour	WBT
BMC Helix Operations Management: Fundamentals Using the TrueSight Health Check Tool (WBT)	30 mins	WBT
BMC Helix Operations Management: Fundamentals Working with Dashboards (WBT)	1 hour	WBT
BMC Helix Operations Management: Overview (WBT)	30 mins	WBT

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## - DSOM



ABSTRACT

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Course Code: SPPT-PS25-SUBS-DSOM

BMCHelix Service Monitoring

BMC Helix Service Monitoring: Fundamentals Configuring Situations (WBT)	30mins	WBT
BMC Helix Service Monitoring: Fundamentals Key Concepts (WBT)	30mins	WBT
BMC Helix Service Monitoring: Fundamentals Monitoring and Investigating Situations (WBT)	30mins	WBT
BMC Helix Service Monitoring: Fundamentals Monitoring Key Performance Indicators (WBT)	30mins	WBT
BMC Helix Service Monitoring: Fundamentals Monitoring Service Health and Performing Causal Analysis (WBT)	1 hour	WBT
BMC Helix Service Monitoring: Fundamentals Monitoring Situations (WBT)	1 hour	WBT
BMC Helix Service Monitoring: Fundamentals Navigating the Console (WBT)	30mins	WBT
BMC Helix Service Monitoring: Fundamentals Service Blueprints Overview (WBT)	30mins	WBT
BMC Helix Service Monitoring: Fundamentals Use Case (WBT)	30mins	WBT
BMC Helix Service Monitoring: Fundamentals Viewing Service Topology Details - Part 1 (WBT)	30mins	WBT
BMC Helix Service Monitoring: Overview (WBT)	30mins	WBT

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