BMC Helix Remedyforce: Fundamentals of Configuration Management – Part 1 (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-RFC1-2019

PRODUCT RELEASE

» BMC Helix Remedyforce

DELIVERY METHOD 🌐

» Web-based Training (WBT)

COURSE DURATION

» 1 Hour

TARGET AUDIENCE 🌐

» Configuration Managers
» CMDB Administrators
» Change Managers

PREREQUISITES

» None

Course Overview

BMC Helix Remedyforce: Fundamentals of Configuration Management – Part 1 (WBT) helps you to understand CMDB, its architecture and Common Data Model. It covers the differences and benefits of configuration items (CI) and learn how to create, update and manage CIs and asset.

The course also introduces about the Search features available in Remedyforce CMDB. Additionally, you will learn to manage relationships of CIs and Assets.

Course Objectives

» Describe CMDB and its architecture
» Explain briefly about the CMDB Common Data Model
» List the differences and benefits of CIs and Assets
» Navigating through the Remedyforce CMDB
» Describe basic and advance search processes
» Create a new CI and relationship
» Explain CMDB Explorer
» Describe the process of deleting a CI

For more information about BMC Education Services, visit **www.bmc.com/education**.

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COURSE ACTIVITIES

» Presentations
» Demonstrations
» Quizzes

ACCREDITATION AND CERTIFICATION PATHS 🌐

» None

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: BMC Helix Remedyforce CMDB: Overview

» Introduction to Remedyforce CMDB
» Process Supported by the CMDB
» CMDB Common Data Model
» Introduction to CI and Assets
» Enhanced CMDB – Option to Manage CIs and Assets
» Difference in CI and Assets
» Benefits of Managing CIs and Assets in a Single Place

Module 2: BMC Helix Remedyforce CMDB: How to Navigate

» Navigate through the Remedyforce CMDB
» Searching CI and Assets
» Basic and Advanced search
» Advanced Search Criteria
» Column Filtering
» Creating a Configuration Item and Relationship
» Managing Support Information
» Creating Relationships between CIs and Assets
» Viewing CI Explorer
» Using of CMDB Explorer
» Configuring CMDB Explorer
» Instance Editor CMDB 2.0

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