



BMC REMEDYFORCE SUMMER 2014: CONFIGURATION MANAGEMENT

COURSE ABSTRACT

COURSE CODE

- » SPPT-RFCM-0200

PRODUCT RELEASE

- » BMC Remedyforce Summer 2014:
Configuration Management

DELIVERY METHOD

- » Web Based Training (WBT)

COURSE DURATION

- » 1 Hour

TARGET AUDIENCE

- » Remedyforce application change
managers

PREREQUISITES

- » NA

Course Overview

The *BMC Remedyforce Summer 2014: Configuration Management* online course is designed for BMC Remedyforce change managers. This self-paced course introduces participants to the features of Configuration Management.

This course explains the concepts and procedures of Configuration Management. These concepts and procedures will help change managers to create, manage, and work with configuration items (CIs) in BMC Remedyforce.

Course Objectives

- » Explain the Configuration Management Database (CMDB)
- » Explain the Configuration Management alignability process model and data model
- » Create and manage configuration items (CIs)
- » Create relationships between CIs
- » Manage the supporting information for CIs
- » View the CI Explorer
- » Use the CI Chatter feed
- » Add custom fields to CIs
- » Delete CIs
- » View reports



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COURSE ACTIVITIES

- » Presentations
- » Simulations
- » Quizzes

CERTIFICATION PATH

- » NA

DISCOUNT OPTIONS

- » NA
- » Contact us for additional information 

Course Modules

Module 1: Using Configuration Management

- » Lesson 1: Managing Configuration Items
- » Lesson 2: Working with the CI Explorer

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