BMC Remedyforce: Fundamentals for Administrators – Part 2

COURSE ABSTRACT

COURSE CODE

» SPPT-RFFA-2018

PRODUCT RELEASE

» BMC Remedyforce

DELIVERY METHOD 🌐

» Instructor-led Training (ILT)

COURSE DURATION

» 3 Days

TARGET AUDIENCE 🌐

» IT Architects and Engineers
» IT Administrators

PREREQUISITES

» None

Course Overview

This 3-day instructor-led workshop provides the knowledge and critical skills necessary to administer BMC Remedyforce, with major focus placed on Administration, Incidents, Knowledge Management, Tasks, Broadcasts, Change Management, Problem Management, Service Request Management, Self Service, CMDB, Service Level Management, and Reporting and Dashboards.

Course Objectives

» Examine BMC Remedyforce
» Examine Salesforce key functions
» Examine Incidents
» Examine Knowledge Management
» Examine Problem Management
» Examine Broadcasts
» Examine Service Request Management
» Examine Service Level Management
» Examine Change Management
» Examine CMDB
» Examine Self Service
» Examine Reporting and Dashboards

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

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COURSE ACTIVITIES

» Classroom Presentations
» Practical exercises and experience
» Demonstration
» Product Simulations

ACCREDITATION AND CERTIFICATION PATHS 🌐

» This course is an optional part of the **BMC Certified Professional: BMC Remedyforce** certification path.

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: Introduction
» Overview of Remedyforce
» Registering for a Trial Environment

Module 2: Configure Application
» Templates
» Categories
» Category Types
» Impact, Urgency, Priorities
» Actions
» Status

Module 3: Templates
» Incident Templates
» Task Templates
» Change Templates

Module 4: Assignment
» Suggested Owners
» Assignment Automation

Module 5: Business Hours
» Holidays
» Business Hours

Module 6: Service Agreements
» SLAs
» Service Targets

Module 7: Manage Users
» Clients and Users
» Licenses and Profiles
» Permission Sets
» Queues
» Data Segregation with Roles
» Accounts

Module 8: Remedyforce Console
» Salesforce Sidebar
» Console Options
» Main Logo

Module 9: CMDB
» Asset v CI Management
» List Views

» Data Loader
» Reconciliation
» Locations
» Models
» Normalization

Module 10: Self Service
» Request Definitions
» Approval Process

Module 11: Workflow and Customization
» Remote Site
» Validation Rules
» Custom Fields
» Field Sets
» Workflow Rules

Module 10: Dashboards and Reports
» Custom Reports
» Adding Reports to Dashboards

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