



BMC Helix Remedyforce: Fundamentals Administering - Part 2 (ASP)

COURSE ABSTRACT

COURSE CODE

- » SPPT-RFFA-2020-ASP

APPLICABLE VERSIONS

- » BMC Helix Remedyforce 2020

DELIVERY METHOD

- » Assisted Self-paced (ASP)
 - Student and lab guide as eBook
 - Product community for questions and answers
 - Course recording via WBT
 - Access to instructor for up to 2.5 hours by appointment (use within 90 days of registration)

COURSE DURATION

- » 3 Days

PREREQUISITES

- » None

RECOMMENDED TRAININGS

- » None

Course Overview

This 3-day instructor-led workshop provides the knowledge and critical skills necessary to administer BMC Helix 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.

IMPORTANT: Included in this course is the examination for **BMC Certified Associate: Helix Remedyforce Online Exam**. Taking the exam and pursuing accreditation is optional, however all students enrolled in the **BMC Helix Remedyforce: Fundamentals Administering - Part 2 (ASP)** course is automatically enrolled in the exam. You will have one attempt to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Certified Associate: Helix Remedyforce Online Exam Remedyforce Exam**.

Target Audience

- » IT Architects and Engineers
- » IT Administrators

Learner Objectives

- » Examine BMC Helix 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



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COURSE ACTIVITIES

- » Video Coaching
- » Course eBook
- » Virtual Lab
- » Community Access
- » Hands-on Lab Exercises

BMC HELIX REMEDYFORCE LEARNING PATH

- » <https://www.bmc.com/education/courses/remedyforce-training.html>

ACCREDITATION AND CERTIFICATION PATHS

- » This course is part of the **BMC Certified Associate: Helix Remedyforce Online Exam** 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
- » Registration 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

- » Client 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 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 12: Dashboard and Reports

- » Custom Reports
- » Adding Reports to Dashboards

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