



BMC Remedyforce: Fundamentals for Administrators – Part 2 (ASP)

COURSE ABSTRACT

COURSE CODE

- » SPPT-RFFA-2018-ASP

APPLICABLE VERSIONS

- » 2018 and prior

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 1.5 hours by appointment (use within 90 days of registration)

VIRTUAL LAB ACCESS

- » Remedyforce 30 day trial to allow practical exercises and experience.

COURSE DURATION

- » Equal to 3 Days

PREREQUISITES

- » NONE

Course Overview

BMC Remedyforce is everything you need in an IT help desk, without the hassle of hardware.

This self-paced, hands-on course combines classroom instruction with laboratory exercises to provide 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.

Target Audience

- » IT Architects and Engineers
- » IT Administrators

Learner 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



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COURSE ACTIVITIES

- » Video coaching
- » Course eBook
- » Community Access
- » Demonstrations
- » Product Simulations
- » Practical exercises and experience


BMC REMEDYFORCE LEARNING PATH

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

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

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- » 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