



BMC Helix Remedyforce 21.x: Fundamentals of Incident Management & Problem Management (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-RFIP-2021-02

DELIVERY METHOD

» Web-based Training (WBT)

COURSE DURATION

» 2 Hours

PREREQUISITES

» NA

Course Overview

BMC Helix Remedyforce is a cloud-enabled IT Service Management solution that delivers Service Desk, Self-Service, and Inventory Management capabilities.

This self-paced course introduces BMC Helix Remedyforce staff users to the features of Incident Management and Problem Management. This course explains the concepts and procedures of Incident Management and Problem Management. These concepts and procedures will help staff users to create, manage, and work with incidents, tasks, broadcasts, and problem records in BMC Helix Remedyforce.

Target Audience

» Users (Remedyforce Application Staff Users)

Learner Objectives

- » Provide an overview of Incident Management
- » Navigate various functional areas of the Remedyforce Console
- » List various methods to create an incident
- » Create and manage incidents, tasks, and broadcasts
- » View templates and apply them to records
- » Use the Global Search feature to search for records
- » Provide an overview of Problem Management
- » View the Problem Management Alignability Process Model
- » Create and manage problems



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COURSE ACTIVITIES

- » Presentations
- » Quizzes
- » Demonstration


BMC HELIX REMEDYFORCE LEARNING PATH

- » <http://www.bmc.com/education/courses/remedyforce-training.html#A-3>

ACCREDITATION AND CERTIFICATION PATHS

- » This course is not part of a BMC 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: Using Incident Management

- » Remedyforce Console: Functional Areas
- » Incident Form: Functional Areas
- » Methods to create an incident
- » Steps to create an incident
- » Managing incidents
- » Apply templates to new and existing incident records
- » Create and manage tasks
- » Create and manage broadcasts
- » Perform Global search

Module 2: Using Problem Management

- » Create and assign a problem record
- » View the Problem Management Alignability Process Model
- » Links records to a problem
- » Manage problem records

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