BMC Remedyforce: Fundamentals of Incident Management & Problem Management (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-RFIP-2017

DELIVERY METHOD 🌐

» Web-based Training (WBT)

COURSE DURATION 🌐

» 2 Hours

PREREQUISITES

» NA

Course Overview

This online course is designed for BMC Remedyforce staff users. This self–paced course introduces participants 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 Remedyforce.

Target Audience

» Users (Remedyforce Application Staff Users)

Learner Objectives

» Explain Incident Management
» Create and manage Incidents, Tasks, and Broadcasts
» View templates and apply them to records
» Use the QuickViews feature to work with Tasks
» Use the Global Search feature to search for records
» Explain Problem Management
» View the Problem Management alignability process model
» Create and manage Problem records

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

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COURSE ACTIVITIES

» Presentations
» Simulations
» Quizzes

BMC 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
» Managing Incidents
» Working with Templates and Tasks

Module 2: Using Problem Management
Managing Problems

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