BMC Remedyforce: Fundamentals of Service Level Management for Administrators (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-RFSL-2017

DELIVERY METHOD 🌐

» Web-based Training (WBT)

COURSE DURATION 🌐

» 30 Minutes

PREREQUISITES

» NA

Course Overview

BMC Remedyforce is an IT service management solution that provides incident, problem, change, release, knowledge, service level, service asset configuration, request fulfillment, and service catalog processes. It enables organizations to respond quickly and efficiently to conditions that disrupt business services and minimize downtime.

This course introduces Administrators to the various aspects of Service Level Management. Participants will learn about various Service Level Management concepts and configuration in detail.

Target Audience

» Administrators

Learner Objectives

» Describe Service Level Management process and procedures
» Explain various types of agreements
» Configure business hours
» Create services
» Create an agreement
» Configure service targets
» Use a QuickView
» View reports

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

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COURSE ACTIVITIES
» Presentation
» Quizzes
» Demonstration

BMC REMEDYFORCE LEARNING PATH
» http://www.bmc.com/education/courses/remedyforce-training.html#accordion-0a6be500-6a8f-4278-9643-191686a2b7b0

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 Lessons

Lesson 1: Understanding Service Level Management
» Define Service Level Management
» List the types of agreements
» Configure business hours
» Create services

Lesson 2: Configuring Service Level Management
» Create an agreement
» Configure Service Targets
» Use QuickViews
» View reports
» BMC Remedyforce Administering (WBT)

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