



BMC Remedyforce: Fundamentals of Service Level Management (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-RFSM-2017

DELIVERY METHOD

» Web-based Training (WBT)

COURSE DURATION

» 1 Hour

PREREQUISITES

» NA

Course Overview

BMC Remedyforce is a cloud-enabled service desk with an easy-to-use interface that suits the service needs of many departments. It automates your service desk processes and helps you lower the cost of support operations.

This course explains the concepts and procedures of Service Level Management. These concepts and procedures will help change managers to create and manage agreements and configure service targets in BMC Remedyforce.

Target Audience

» Users (Remedyforce application staff users and change managers)

Learner Objectives

- » Describe Service Level Management
- » Work with Service Level Management
- » Explain service targets
- » Configure and manage service targets
- » View the service targets for Incidents, Problems, Tasks, and Change Requests
- » Create agreements
- » View agreements and their components
- » Use QuickViews and view reports



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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 Service Level Management

- » Working with Service Level Management
- » Working with Service Targets

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