

BMC REMEDY ITSM: PROCESS DESIGNER

COURSE CODE

» SPPT-RIPD-0800

PRODUCT RELEASE

» BMC Remedy ITSM Suite 8.0

DELIVERY METHOD

» Web Based Training (WBT)

COURSE DURATION

» 5 hours

TARGET AUDIENCE

» Administrators

PREREQUISITES

» None

Course Overview

This online course provides BMC Remedy IT Service Management administrators with the concepts and skills needed to incorporate best practices when installing and configuring Process Designer. This course gives participants an overview of the Process Designer architecture and installation process, and reviews how to create, edit, and deploy Process Designer processes.

Additionally, participants will learn basic guidelines for implementing processes in SRM and ITSM.

Course Objectives

- » Explain Process Designer architecture
- » Install Process Designer for use in out-of-the-box ITSM applications
- » Create, edit, view, and deploy processes
- » Implement processes in SRM
- » Attach processes to SRD
- » Describe how Process Designer integrates into *incident, problem, change, and work order* fulfillment requests

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COURSE ACTIVITIES

- » Product demonstrations
- » Module level quizzes

CERTIFICATION PATH

NA

DISCOUNT OPTIONS

- » Have multiple students?
Contact us to discuss hosting a private class for your organization
- » Contact us for additional information 

Course Modules

1	OVERVIEW AND ARCHITECTURE	2	INSTALLATION
	<ul style="list-style-type: none"> » Explain ITSM Process Designer architecture » Describe how Process Designer components work together to give intelligent and interactive process control to ITSM applications » Review use-case examples » Provide a technical overview of how to create, deploy, link and use a process in a service request » Explore Process Designer capabilities in finer detail 		<ul style="list-style-type: none"> » Explain how to determine compatibility » Demonstrate the end-to-end installation process for Process Designer » Explain how to troubleshoot issues » Provide best practices in configuring the server side ARID plug-in » Advise on maintaining and archiving Process Designer data records
3	CREATING, EDITING, AND DEPLOYING PROCESSES	4	IMPLEMENTING PROCESSES IN SRM
	<ul style="list-style-type: none"> » Launch the client » Create process templates » Maintain process templates » Gain knowledge of advanced process logic » Configure supporting data 		<ul style="list-style-type: none"> » Create, attach, and use Process Designer processes with SRM » Explain the functionality and use of specific automated process actions with SRM » Demonstrate use cases illustrating how Process Designer can be used to extend the SRM experience » Demonstrate the interactive integration objects that an end user will encounter
5	IMPLEMENTING PROCESSES IN ITSM		
	<ul style="list-style-type: none"> » Review how Process Designer works with ITSM applications » Review criteria for selecting Process Designer processes for ITSM requests » Use task actions » Use Process Designer Wizard to get user input, eliminating need for Remedy development or customization » Review the Process Designer graphical display for requests » Explain the steps for implementing Designer process in ITSM 		

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