



BMC Remedy Knowledge Management 8.x: Fundamentals for Administrators (ASP)

COURSE ABSTRACT

COURSE CODE

- › SPPT-RKMA-8101-ASP

APPLICABLE VERSIONS

- › BMC Remedy Knowledge Management 8.0 and 8.1

DELIVERY METHOD

- › Assisted Self-paced (ASP)
 - › Student and lab guide as ebook
 - › Product community for questions and answers
 - › Course recording via WBT
 - › Access to instructor for up to 1 hour by appointment (use within 90 days of registration)

VIRTUAL LAB ACCESS

- › 12 hours of virtual lab (=portal) access. A Virtual Lab access voucher will be provided and must be redeemed within 90 days of registration for 28 days of Portal access.
- › Click [here](#) for additional ASP virtual lab access information in graphical format.

COURSE DURATION

- › Equal to 2 Days

PREREQUISITES

- › *BMC Remedy Knowledge Management 8.x: Using (WBT)*

Course Overview

BMC Remedy Knowledge Management is a framework for creating, publishing, reviewing, and searching IT knowledge articles. It provides Service Desk Analysts with a knowledge base of easy-to-find solutions and give users self-service search options to help them resolve issues on their own.

This course guides students through the administration of BMC Remedy Knowledge Management. Students will gain complete understanding of configuration options, foundation data, application permission model, and troubleshooting techniques.

Target Audience

- › Administrators:
 - Remedy Administrators
 - Knowledge Administrators
- › Users:
 - Knowledge Article Authors

Learner Objectives

- › Describe new features of BMC Remedy Knowledge Management
- › Understand how to use the Knowledge Management Console
 - Search and view articles
 - Assign visibility groups
 - Create and modify knowledge sources
 - Utilize the Article Conversion tool
 - Run reports
- › Understand full text search logic
- › Convert data from outside sources and other versions of BMC Remedy Knowledge Management
- › Implement an approval process
- › Manage user notifications
- › Configure status transitions
- › Troubleshoot common user issues



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COURSE ACTIVITIES

- › Video teaching
- › Course eBook
- › Virtual Lab
- › Community Access


BMC REMEDY KNOWLEDGE MANAGEMENT LEARNING PATH

- › <http://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html#A-7>

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: Introduction to BMC Remedy Knowledge Management 8.x

- › Application Overview
- › Knowledge Management Console

Module 2: User Experience

- › Creating Knowledge
- › Finding Knowledge

Module 3: Permission Model and Data

- › Permissions
- › Foundation Data

Module 4: Sources of Knowledge

- › Article Conversion Tool
- › Outside Knowledge
- › Knowledge Sources
- › Data Management Tool

Module 5: Configurations

- › Assignments and Approvals
- › Application Configurations
- › Notifications

Module 6: Troubleshooting

- › Full Text Searches
- › Troubleshooting

Appendix A: BMC Remedy Knowledge Management 8.x: Version Information

- › Summarize Version and Service Pack Updates

Appendix B: Virtual Agent

- › Configuring Virtual Agent Integration

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