



BMC Remedy Knowledge Management 8.x: Using

COURSE ABSTRACT

COURSE CODE

- » SPPT-RKMU-8101

APPLICABLE VERSIONS

- » BMC Remedy Knowledge Management v8.1.01

DELIVERY METHOD

- » Web Based Training (WBT)

COURSE DURATION

- » 2 Hours

PREREQUISITES

- » User knowledge of Microsoft Windows graphical user interface (GUI)

Course Overview

BMC Remedy Knowledge Management 8.1.01 provides advanced knowledge management for extending the effectiveness and value of BMC Remedy IT Service Management applications, primarily BMC Remedy Incident Management and BMC Remedy Problem Management.

The BMC Remedy Knowledge Management 8.x: Using course is fundamental for proper knowledge management. In this course, participants will learn vital knowledge management concepts and knowledge management best practices that will enable them to resolve issues quickly, accurately, and consistently. Participants will also learn how to successfully implement these best practices using BMC Remedy Knowledge Management v8.1.01.

Target Audience

- » Administrators
- » Analysts
- » Users

Learner Objectives

- » Identify customization, its categories, processes, policies, and guidelines
- » Identify benefits of effective knowledge management
- » Identify BMC Remedy Knowledge Management features and benefits
- » Describe BMC Remedy Knowledge Management architecture
- » Explain knowledge consumerization
- » Describe how to search for knowledge articles
- » Explain how BMC Remedy Knowledge Management enables self-help users to work with knowledge search results
- » Describe the BMC Remedy Knowledge Management article lifecycle and workflow
- » Identify various types of knowledge articles
- » Identify various user types and roles related to BMC Remedy Knowledge Management
- » Explain how to access the Knowledge Management Console, and describe its functional areas
- » Describe how to create and view broadcasts
- » Explain how to apply custom settings in the Knowledge Management Console
- » Explain how to create and edit knowledge articles
- » Explain how to search for knowledge articles
- » Describe how to use the knowledge article functional areas for effective knowledge management
- » Describe how to generate predefined and custom reports



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COURSE ACTIVITIES

- » Quizzes
- » Product Simulations
- » End of course exam


BMC REMEDY KNOWLEDGE MANAGEMENT SUITE LEARNING PATH

- » <http://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html>

ACCREDITATION AND CERTIFICATION PATHS

- » NA

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: Knowledge Management – Overview

- » Introduction to knowledge management
- » Introduction to BMC Remedy Knowledge Management
- » BMC Remedy Knowledge Management architecture
- » Knowledge Consumerization
- » Online documentation and community improvements

Module 2: Describing Knowledge Articles

- » BMC Remedy Knowledge Management article lifecycle
- » BMC Remedy Knowledge Management article workflow

Module 3: Describing Knowledge Articles

- » BMC Remedy Knowledge Management Console
- » Custom settings

Module 4: Creating and Searching for Knowledge Articles

- » Creating and editing knowledge articles
- » Creating decision trees
- » Searching for knowledge articles

Module 5: Working with Knowledge Articles

- » Managing update requests, relationships, feedback, and assignment
- » Managing article visibility, revisions, history, and authoring notes
- » Working with the Functions section
- » Working with reports

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