

BMC Remedy OnDemand 8.1: SaaS Simulations



PLAN CODE

- » SPPT-ROD-SAAS-0801

PRODUCT RELEASE

- » BMC Remedy IT Service Management 8.x

DELIVERY METHOD

- » Simulations

PLAN DURATION

- » Each simulation is 5 to 15 minutes in length

TARGET AUDIENCE

- » Support Staff
- » Support Managers
- » Change and Release Users
- » Change and Release Managers

PREREQUISITES

- » None

Plan Overview

The *BMC Remedy OnDemand 8.1: SaaS Simulations* curriculum provides 24-hour access to just-in-time training to task demonstrations, interactive product simulations, job aids, and the ability to test your skills for BMC Remedy OnDemand applications. The plan is designed to allow you to focus your training investment on just the training you need.

In this curriculum, you have access to multiple topic-specific training simulations. Each simulation is five to fifteen minutes in length and designed to quickly guide you through using a product feature or functionality.

Plan Objectives

- » Explain best practices for BMC Remedy OnDemand applications
- » Provide detailed steps in a simulated environment for your most frequently used tasks in BMC Remedy OnDemand applications
- » Provide skills assessments to test your knowledge in specific applications
- » Provide *What's New* videos for application patches and version upgrades



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PLAN ACTIVITIES

- » Demonstration
- » Product Simulations
- » Skills Assessment

Simulations Available (subject to change)

- » Create, assign, resolve, and close an incident
- » Search for incidents
- » Create a problem investigation
- » View unassigned investigations
- » Assign a problem coordinator for problem investigation
- » Assign an investigation to a specialist
- » Create a change request
- » Create a change request with tasks
- » Plan and schedule a change request
- » Approve a change request
- » Create and assign a release
- » Work with an activity
- » Approve and close a release
- » Relate a ticket to a knowledge article
- » Search the Knowledge Base
- » Relate a Knowledge Article
- » Create a Knowledge Article
- » Create a report including filtering

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