

# BMC REMEDY SERVICE DESK 8.0: USING

## COURSE CODE

- » SPPT-SDIP-0800

## PRODUCT RELEASE

- » BMC Remedy Service Desk v8.0

## DELIVERY METHOD

- » Web Based Training (WBT)

## COURSE DURATION

- » 5 hours

## TARGET AUDIENCE

- » Service Desk analysts
- » Problem coordinators
- » Group coordinators
- » Specialists

## PREREQUISITES

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

## Course Overview

The *BMC Remedy Service Desk 8.0: Using* online course provides service desk support staff (service desk analysts, problem coordinators, and specialists) and support staff managers (group coordinators) with the information needed to use BMC Remedy Incident Management and BMC Remedy Problem Management applications to create and process incident requests, problem investigations, known errors records, and solution database entries. This highly interactive course includes v8.0 examples, application demos, simulations, and quizzes to ensure users gain the knowledge necessary for v8.0 proficiency.

## Course Objectives

- » Identify the components and terminology of BMC Remedy Service Desk
- » Identify the goals of both Incident Management and Problem Management
- » Identify user roles associated with BMC Remedy Service Desk
- » Describe the BMC Best Practice Flows for Incident Management and Problem Management
- » Recognize process states, stages, and status values for incident requests and problem investigations
- » Access, navigate, and customize the IT Home page
- » Access and navigate the BMC Remedy Service Desk applications and related consoles
- » Subscribe to RSS and Twitter feeds
- » Use built-in chat feature
- » Identify changes to BMC Remedy ITSM forms
- » Access service information
- » Describe and create incident requests
- » Assign incident requests
- » Review, process, and close incident requests
- » Describe and create problem investigations
- » Assign problem investigations
- » Review, process, and close problem investigations
- » Create, assign, and process known errors
- » Create and assign solution database entries
- » Search from the Applications list
- » Search for incident requests, problem investigations, known errors, solutions, and other related data
- » Create reports and dashboards (KPIs) using business metrics
- » Modify user profiles
- » Create and view broadcasts and reminders

# BMC REMEDY SERVICE DESK 8.0: USING


## COURSE ACTIVITIES

- » Customer case study
- » Module level quizzes
- » End of course exam
- » Product simulations

## CERTIFICATION PATH

- » None

## DISCOUNT OPTIONS

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

## Course Modules

|          |  |                          |  |
|----------|--|--------------------------|--|
| <b>1</b> | <b>INTRODUCTION TO SERVICE DESK</b>  | <b>2</b>                 | <b>NAVIGATING IT HOME PAGE AND CONSOLES</b>  |
|          | <ul style="list-style-type: none"> <li>» BMC Remedy ITSM Suite and Service Desk overview</li> <li>» Incident Management roles and process flow</li> <li>» Problem Management roles and process flow</li> </ul> |                          | <ul style="list-style-type: none"> <li>» IT Home page and Service Desk consoles</li> <li>» ITSM social collaboration</li> <li>» ITSM Requester Console</li> <li>» SRM Request Entry console</li> </ul> |
| <b>3</b> | <b>CREATING INCIDENT REQUESTS</b>  | <b>4</b>                 | <b>RESOLVING INCIDENT REQUESTS</b>   |
|          | <ul style="list-style-type: none"> <li>» Process and forms overview</li> <li>» Creating an incident request</li> </ul>   |                          | <ul style="list-style-type: none"> <li>» Investigating and diagnosing incident requests</li> <li>» Resolving and closing incident requests</li> </ul>  |
| <b>5</b> | <b>CREATING PROBLEM INVESTIGATIONS</b>   | <b>6</b>                 | <b>ANALYZING AND CLOSING PROBLEMS</b>  |
|          | <ul style="list-style-type: none"> <li>» Process and forms overview</li> <li>» Creating problem investigations</li> <li>» Assigning and searching problem investigations</li> </ul>                            |                          | <ul style="list-style-type: none"> <li>» Root cause analysis</li> <li>» Analysis review and problem closure</li> </ul>   |
| <b>7</b> | <b>USING COMMON FEATURES</b>   | <b>COURSE ASSESSMENT</b> |  |
|          | <ul style="list-style-type: none"> <li>» Working with reports and dashboards</li> <li>» Working with tasks</li> <li>» Supplemental features</li> </ul>   |                          |  |