



BMC Remedy Service Desk 9.0: Using (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-SDIP-0900

APPLICABLE VERSIONS

» BMC Remedy 9

DELIVERY METHOD

» Web-based Training (WBT)

COURSE DURATION

» 8 Hours

PREREQUISITES

» None

Course Overview

The *BMC Remedy Service Desk 9.0: Using (WBT)* course consists of a series of individual web-based training courses that provide a comprehensive introduction to BMC Remedy Service Desk. Each of these individual courses provides information on core product and concepts, user roles and responsibilities, supplemental features as well as an introduction to the tasks performed by the different Incident Management and Problem Management roles.

This course includes the following web-based courses:

Course Name	Duration
<i>BMC Remedy Incident Management 9.0: Concepts (WBT)</i>	1 Hour
<i>BMC Remedy Incident Management 9.0: For Incident Analysts (WBT)</i>	1 Hour
<i>BMC Remedy Incident Management 9.0: For Specialists (WBT)</i>	1 Hour
<i>BMC Remedy Incident Management 9.0: For Group Coordinators (WBT)</i>	1 Hour
<i>BMC Remedy Problem Management 9.0: Concepts (WBT)</i>	1 Hour
<i>BMC Remedy Problem Management 9.0: For Specialists (WBT)</i>	1 Hour
<i>BMC Remedy Problem Management 9.0: For Problem Coordinators (WBT)</i>	1 Hour
<i>BMC Remedy Incident Management 9.0: Supplemental Features (WBT)</i>	1 Hour

Target Audience

» BMC Remedy User

Learner Objectives

- » Discuss BMC Remedy Incident Management and BMC Remedy Problem Management as part of BMC Remedy Service Desk
- » Describe the Incident Request lifecycle
- » Describe the process states, stages, and status values for incident requests
- » Explain how to access the IT Home page and identify its features and functionality
- » Understand the functional areas of the Incident Console
- » Explain the features and functionality available on the Incident form
- » Explain different methods to create, assign, close, reopen, and work with incidents
- » Define templates, decision trees, and scripts
- » Describe the features and functionality available on Problem Investigation, Solution, and Known Error forms
- » Identify different statuses corresponding to different stages of a problem investigation
- » Identify the tabs on the different problem forms
- » Discuss Root Cause Analysis as a part of the Problem Investigation lifecycle
- » Discuss how to create, assign, and work with problem investigation and known error records
- » Discuss how to create reports using the Smart Reporting and Report Console
- » Discuss various supplemental features such as KPI and ROI functionality, updating user profile, and creating reminders and broadcasts

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COURSE ACTIVITIES

- » Presentations
- » Quizzes
- » Product Simulations

BMC REMEDY SERVICE MANAGEMENT LEARNING PATH

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

ACCREDITATION AND CERTIFICATION PATHS

- » This course is not part of a BMC Accreditation or 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

BMC Remedy Incident Management 9.0: Concepts (WBT)

- » Lesson 1: Introduction to Incident Management
- » Lesson 2: Navigating the Incident Console
- » Lesson 3: Incident Form Overview
- » Lesson 4: Searching for Incident Requests
- » Lesson 5: Requesters, Service Owners, and On-Duty Managers

BMC Remedy Incident Management 9.0: For Incident Analysts (WBT)

- » Lesson 1: Incident Analysts Overview
- » Lesson 2: Registering Incident Requests
- » Lesson 3: Assigning Incident Requests
- » Lesson 4: Closing Incident Requests
- » Lesson 5: Additional Functionality

BMC Remedy Incident Management 9.0: For Specialists (WBT)

- » Lesson 1: Specialists Overview
- » Lesson 2: Resolving Incident Requests

BMC Remedy Incident Management 9.0: For Group Coordinators (WBT)

- » Lesson 1: Group Coordinators Overview
- » Lesson 2: Assigning Incident Requests
- » Lesson 3: Tracking Incident Requests
- » Lesson 4: Approving or Rejecting Solutions

BMC Remedy Problem Management 9.0: Concepts (WBT)

- » Lesson 1: Introduction to Problem Management
- » Lesson 2: Navigating the Problem Console
- » Lesson 3: Problem Management Forms Overview
- » Lesson 4: Searching for Problem Records

BMC Remedy Problem Management 9.0: For Specialists (WBT)

- » Lesson 1: Specialists Overview
- » Lesson 2: Root Cause Analysis

BMC Remedy Problem Management 9.0: For Problem Coordinators (WBT)

- » Lesson 1: Problem Coordinators Overview
- » Lesson 2: Reviewing Incident Requests
- » Lesson 3: Reviewing Results
- » Lesson 4: Closing Problem Investigations

BMC Remedy Incident Management 9.0: Supplemental Features (WBT)

- » Lesson 1: Introduction to Smart Reporting
- » Lesson 2: Using the Report Console
- » Lesson 4: Supplemental Features
- » Lesson 5: Working with Tasks

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