



# BMC Remedy with Smart IT 18.x: Fundamentals Administering

**Note:** This course was formerly titled, **BMC MyIT 3.x** and **BMC Remedy with Smart IT 1.x: Fundamentals for Administrators**

## COURSE ABSTRACT

### COURSE CODE

» SPPT-SIAD-1808

### APPLICABLE VERSIONS

» Remedy with Smart IT 2.0, 18.05, and 18.08

### DELIVERY METHOD

» Instructor-led Training (ILT)

### COURSE DURATION

» 2 Days

### PREREQUISITES

» BMC Remedy with Smart IT 18.x: Fundamentals Using (WBT)

## Course Overview

Remedy with Smart IT sets a new standard for the modern workplace with an intuitive, social, and mobile service desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles, not modules.

This course provides students with the information and hands-on lab exercises for configuring and administering Remedy with Smart IT.

**IMPORTANT:** The **BMC Certified Associate: Remedy with Smart IT 18.x** examination is included in this course. Taking the exam and pursuing certification is optional. You will have one attempt to pass the exam. Retakes according to the **BMC Certification Policy** are available for an additional fee. Those who pass will receive the title of **BMC Certified Associate: Remedy with Smart IT 18.x**.

## Target Audience

» Remedy with Smart IT Administrators

## Learner Objectives

- » Remedy with Smart IT overview, architecture, benefits, and features, and roles
- » Manage tickets and assets with Smart IT
- » Configure screens
  - Configure the layout of a ticket profile
  - Build expressions to the fields
  - Update the properties of fields
  - Configure widgets
  - Configure the title bar of the tickets
- » Configure connection settings for related/integrated applications
- » View active users in Smart IT
- » List methods to set global-level and local-level configurations
- » Set configuration parameters using:
  - Server Group Configuration form
  - AR System Configuration Generic UI form
- » Describe various configuration parameters for Smart IT
- » Enable a Google map license
- » Configure provider actions and add custom fields
- » Create product and operational categories
- » Validate the Row-level-Security (RLS) feature
- » Validate and verify hierarchical group access
- » Describe Multitenancy
- » Rebrand Smart IT
- » Troubleshoot Smart IT
- » List general recommendations for performance tuning

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### COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises


### BMC REMEDY WITH SMART IT LEARNING PATH

- » [https://www.bmc.com/education/courses/smart\\_it\\_training.html#accordion-74c8af9f-46d5-4b0c-b9e9-bac5effcc328](https://www.bmc.com/education/courses/smart_it_training.html#accordion-74c8af9f-46d5-4b0c-b9e9-bac5effcc328)

### ACCREDITATION AND CERTIFICATION PATHS

- » This course is a part of **BMC Certified Professional: Digital Workplace and Remedy with Smart IT 18.x** 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: BMC Remedy with Smart IT Overview

- » BMC Remedy with Smart IT introduction
  - Benefits
  - Features
  - Architecture
  - Current Version

### Module 2: Using BMC Remedy with Smart IT

- » Roles and permissions
- » Accessing Smart IT
- » Functional areas of the Smart IT Universal Client

### Module 3: Configuring Screens and Provider Settings

- » Configuring Screens
  - Configuring the layout of a ticket profile
  - Building expression to the fields
  - Updating the property of fields
  - Configuring widgets
  - Configuring the title bar of the tickets
  - Make configuration changes to integrated applications
  - View active users in Smart IT

### Module 4: Configuration Parameters – Server Group Configuration and Centralized Configuration

- » Methods to set global and local-level configurations
- » Set configuration parameters using the Server Group Configuration form and the AR System Configuration Generic UI form
- » Configuration parameters for Smart IT
- » Steps to enable a Google map license

### Module 5: Configuring Actions and Adding Custom Fields

- » Configure URL actions
- » Configure actions in Smart IT
- » Add custom fields to your views using Smart IT
- » Add dynamic menu fields to Smart IT views
- » Configure Provider actions in Smart IT
- » Add custom selection option to the OOTB selection fields
- » Add a custom field to an Asset View
- » Add actions to Asset view
- » Package and deploy Smart IT customization and definitions

### Module 6: BMC Remedy IT Service Management Server

- » Modify notifications
- » Create product and operational categories
- » Validate the Row-level-Security (RLS) feature
- » Validate and define hierarchical group access

### Module 7: Rebranding BMC Remedy with Smart IT

- » Describe Multitenancy
- » Rebrand Smart IT

### Module 8: BMC Remedy with Smart IT Troubleshooting and Tuning

- » Discuss Smart IT logs
- » List general troubleshooting steps
- » List recommendations for performance tuning
- » Recommendations for Global Search
- » Set the FTS threshold
- » BMC Remedy ITSM MSSQL indexes to improve performance for Ticket Console, Asset details, and Collision and Calendar request

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