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BMC Helix ITSM – Smart IT 19.x: Fundamentals Administering (ASP)

Note: This course was formerly titled, **BMC Remedy with Smart IT 18.x: Fundamentals Administering.**

COURSE ABSTRACT

COURSE CODE
» SPPT-SIAD-1902

PRODUCT RELEASE
» BMC Helix Smart IT 18.08 and 19.02

DELIVERY METHOD 🌐
» Assisted Self-paced (ASP)
  – Student and lab guide as eBook
  – Product community for questions and answers
  – Course recording via WBT
  – Access to instructor for up to 2.5 hours by appointment (use within 90 days of registration)

VIRTUAL LAB ACCESS
» 12 hours of virtual lab access time available from date of registration on course for 90 calendar days.
» **Click here** for additional ASP virtual lab access information in graphical format

COURSE DURATION
» Equal to 2 Days

PREREQUISITES
» BMC Helix ITSM – Smart IT 19.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: Helix ITSM - Smart IT 19.x Online Exam** 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 19.x**.

Target Audience

» Administrators

Learner Objectives

» Remedy with Smart IT overview, architecture, benefits, and features, and roles
» Manage tickets and assets with Smart IT
» Configure screens
  o Configure the layout of a ticket profile
  o Build expressions to the fields
  o Update the properties of fields
  o Configure widgets
  o 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:
  o Server Group Configuration form
  o 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
» Validate the Row-level-Security (RLS) feature
» Describe Multitenancy
» Rebrand Smart IT
» Troubleshoot Smart IT
» List general recommendations for performance tuning

For more information about BMC Education Services, visit **www.bmc.com/education**.

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COURSE ABSTRACT

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**

ACCREDITATION AND CERTIFICATION PATHS 🌐

» Not applicable

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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Appendix A: BMC Remedy with Smart IT 1902 Enhancements

» Smart IT enhancements related to
  – Search capability
  – Activity tab
  – Provider actions based on logical expressions
  – Landing page of the Universal Client
  – Creation of a change request by copying information from an existing ticket

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