



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
 - 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
- » Validate the Row-level-Security (RLS) feature
- » Describe Multitenancy
- » Rebrand Smart IT
- » Troubleshoot Smart IT
- » List general recommendations for performance tuning

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©2020 BMC Software, Inc. All rights reserved.



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

COURSE ABSTRACT

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

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

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©2020 BMC Software, Inc. All rights reserved.



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

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

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©2020 BMC Software, Inc. All rights reserved.

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

