



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

COURSE ABSTRACT

COURSE CODE

- » SPPT-SIAD-1908

APPLICABLE VERSIONS

- » BMC Helix ITSM – Smart IT (Remedy with Smart IT) 2.0, 18.05, 18.08, 19.02 and 19.08

DELIVERY METHOD

- » Instructor-led Training (ILT)

COURSE DURATION

- » 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 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: Helix ITSM - Smart IT 19.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
- » Integrate and collaborate using the Chat Feature functionality
- » List methods to set global-level and local-level configurations
- » Describe various configuration parameters for Smart IT
- » 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

COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises

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BMC REMEDY WITH SMART IT LEARNING PATH

- » https://www.bmc.com/education/courses/smart_it_training.html

ACCREDITATION AND CERTIFICATION PATHS

- » **BMC Certified Associate: Helix ITSM - Smart IT 19.x Online Exam**

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 Helix ITSM Smart IT Overview

- » Introduction to Remedy with Smart IT
 - Benefits
 - Features
 - Architecture

Module 2 Getting Started with Smart IT

- » Roles and permissions
- » Navigating

Module 3: Configuring Screens and Provider Settings

- » Screen Configuration
- » Smart IT Admin Console
- » Swarming Support in Smart IT
- » Live Chat in Smart IT
- » Additions in Remedy with Smart IT

Module 4: Configuration Parameters in Smart IT

- » Server Group Configuration
- » Centralized Configuration
- » Configuration parameters

Module 5: Configuring Actions and Adding Custom Fields

- » Administering URL Actions
- » Adding Custom and Dynamic Menu Fields
- » Adding Provider Actions
- » Add a custom field to an Asset View
- » Add actions to Asset view

Module 6: BMC Remedy IT Service Management Server

- » Configuration from BMC Remedy IT Service Management

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