



BMC Helix ITSM - Smart IT 20.x: Fundamentals Administering

COURSE ABSTRACT

COURSE CODE

- » SPPT-SIAD-2002

APPLICABLE VERSIONS

- » BMC Helix ITSM – Smart IT (Remedy with Smart IT) 2.0, 18.05, 18.08, 19.02, 19.08 and 20.02

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 20.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 20.x**.

Target Audience

- » Administrators

Learner Objectives

- » Describe application items supported by Smart IT
- » Describe Smart IT roles and permissions
- » Describe various functional areas of the Smart IT Universal Client
- » Describe how to make configuration changes to integrated applications
- » View active users in Smart IT
- » List the benefits and main features of Smart IT
- » Explain the Smart IT architecture
- » Integrate and collaborate using the Chat Feature functionality
- » Describe methods to set global and local-level configurations
- » Understand how to package and deploy Smart IT customization and definitions
- » Discuss various configuration parameters for Smart IT
- » Configure actions in Smart IT
- » Add custom fields to your views using Smart IT
- » Add dynamic menu fields to Smart IT views
- » Add actions to Asset view
- » List the new enhancements

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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

ACCREDITATION AND CERTIFICATION PATHS

- » **BMC Certified Associate: Helix ITSM - Smart IT 20.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

- » 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
- » Smart IT Collaboration Tools
- » Reports in 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 within Smart IT
- » 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: Troubleshooting and Tuning

- » Smart IT Logs and General Troubleshooting
- » Performance Tuning

Latest Enhancements

- » Smart IT enhancements related to:
 - Knowledge articles configuration

- Smart recorder configuration
- Release management ticket
- Ticket console
- Security incidents
- Self-help content
- Asset search capabilities

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