BMC Helix ITSM - Smart IT 21.x: Fundamentals Administering (SPT)

COURSE ABSTRACT

COURSE CODE
» SPPT-SIAD-2105-SPT

APPLICABLE VERSIONS
» BMC Helix ITSM - Smart IT 21.05

DELIVERY METHOD 🌎
» Self-Paced Training (SPT)
  – Product community for questions and answers
  – Course recording via Web-based Training

VIRTUAL LAB ACCESS
» This class has an optional component of 3 hands-on lab days (18 hours) and an eBook. You may request an Education Lab Voucher (ELV) within the course curriculum to gain access to these resources. If your organization has available lab days remaining for the Enterprise Education Subscription, you will receive an email with your eBook and lab details within 1 business day.
» With an Enterprise Education Subscription, an organization has access to a limited number of hands-on lab days annually. These lab days are shared between all employees of the organization. Additional hands-on lab days may be purchased in the event your organization has exceeded the allotted lab days for an Enterprise Education Subscription. Contact the Training Coordinator for BMC Training in your organization or **education@bmc.com** for assistance

COURSE DURATION 🌎
» Equal to 3 Days

Course Overview

BMC Helix ITSM: Smart IT provides the next-generation user experience for BMC Helix ITSM. Basic BMC Helix ITSM processes, such as creating tickets, viewing related items such as tickets, assets, or knowledge articles, and updating profile information, are now easier and quicker. The Smart IT user interface reduces the steps involved in performing these tasks. It provides an intuitive, social, and mobile service desk experience that enables a more knowledgeable and collaborative workforce organized around IT roles, not modules.

This course will guide the students through the basic concepts, features, and functionalities of Smart IT. They will develop skills in administering Smart IT using various configuration parameters.

IMPORTANT: This Self-Paced Training (SPT) course contains only a course instructor video that includes a demonstration of recorded lab exercises.

Target Audience
– Administrators
– Consultants

Learner Objectives
– List the benefits and main features of Smart IT
– Describe Smart IT roles and permissions
– Understand Progressive Web Application (PWA) and its configuration for Smart IT
– Discuss various configuration parameters for Smart IT consoles
– Describe the configuration parameters for Smart Recorder
– Describe the configuration parameters for Global Search
– Configure application features
– Configure ticket form properties
– Configure and understand the Live Chat functionality
– Configure Smart IT integration with DWP Catalog to raise a service request
– Describe screen configuration and customization
– Configure actions in Smart IT
– Add custom fields to your views using Smart IT
– Discuss common Troubleshooting use cases
– Discuss various Smart IT logs

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

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PREREQUISITES
» None

RECOMMENDED TRAINING
» BMC Helix ITSM – Smart IT 21.x: Fundamentals Using (WBT)

COURSE ACTIVITIES
» Video Coaching
» Community Access

BMC HELIX ITSM LEARNING PATH
» https://www.bmc.com/education/courses/smart_it_training.html#accordion-74c8af9f-46d5-4b0c-b9e9-bac5effcc328

CERTIFICATION PATH 🌐
» This course is not part of a BMC 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: Introduction to BMC Helix ITSM - Smart IT
» Introduction to Smart IT
  – Benefits
  – Features
  – Architecture
» Smart IT Roles and Permission
  – Roles
  – Permissions
» Navigating the Smart IT Interface
  – Dashboard
  – Global Search
  – Smart IT Consoles
  – Bulk Actions
  – Ticket Action
  – SLA Progress Bar
» Introduction to Progressive Web Application

  – Overview
  – Advantages
  – Difference between PWA Feature Enabled or Not
  – Creating and editing Tickets

Module 2: Working with Configuring Parameters – Part 1
» Working with Centralized Configuration
  – Overview
  – Accessing Server Group Configuration
» Configuring Smart IT Consoles
  – Specify Smart IT Session Timeout
  – Configure Embedded Self-Help
  – PWA Settings
» Configuring Smart Recorder and Global Search
  – Configure Number of characters

  – Create Call log events for Smart Recorder

Module 3: Working with Configuring Parameters – Part 2
» Configuring the Application Features and Ticket Forms Properties
  – Enable security tickets
  – Configuring Change Calendar

Module 4: Performing Smart IT Integrations
» Configuring Live Chat
  – Enable chat configuration
» Configuring Smart IT with a DWPC Service Request

Module 5: Performing Screen Configuration and Customization
» Configuring Screens and Other Properties

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Module 6: Adding Custom Fields
» Adding Custom Fields and Dynamic Menu Fields
  – Adding custom fields
  – Adding field to BMC Remedy AR System

Module 7: Configuring Actions
» Configuring URL Actions
» Configuring Provider Actions
» Configuring Asset Actions
  – Custom Asset Action

Module 8: Troubleshooting Smart IT
» Working with Smart IT Logs
  – Smart IT and Data Access logs
» Working with AR Server Logs
» Troubleshooting Common Issues
  – Common Performance Issues

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