



BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Knowledge Management (WBT)

COURSE ABSTRACT

COURSE CODE

- » SPPT-SKMU-2002

APPLICABLE VERSIONS

- » BMC Remedy with Smart IT 20.02, 20.08 and 21.02

DELIVERY METHOD

- » Web-based Training (WBT)

COURSE DURATION

- » 51 mins

PREREQUISITES

- » None

Course Overview

Helix ITSM - Smart IT sets a new standard for the modern workplace with an intuitive, social, and mobile experience to enable a more knowledgeable and collaborative workforce organized around IT roles.

This course gives Smart IT Knowledge Management users an overview of BMC Helix ITSM: Knowledge Management, its function, features and benefits. It explains vital knowledge management concepts like architecture, key components, knowledge base and KCS framework. You will also get acquainted with the knowledge article creation and publish life cycle, how to create, review, and use knowledge articles in Smart IT.

Target Audience

- » Smart IT Users
 - IT Agents
 - Knowledge Authors

Learner Objectives

- » Describe BMC Helix ITSM: Knowledge Management
- » Identify the features, benefits, and business value of BMC Helix ITSM: Knowledge Management
- » Describe BMC Helix ITSM: Knowledge Management architecture and AR system integration
- » Explain the components and knowledge base of BMC Helix ITSM: Knowledge Management
- » Learn about the knowledge article creation life cycle and publish life cycle
- » Identify various types of knowledge articles
- » Describe how to work with knowledge articles
- » Identify various use types, roles and their permissions
- » Learn how to use the knowledge articles to resolve tickets
- » Discuss the Knowledge-Centered Support (KCS) framework
- » List the roles and permissions involved in the KCS framework
- » Learn how to create Article Quality Index (AQI) Assessment Questions
- » Describe the KCS report generation



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COURSE ACTIVITIES

- » Presentation
- » Quiz


BMC HELIX ITSM: KNOWLEDGE MANAGEMENT LEARNING PATH

https://www.bmc.com/education/courses/smart_it_training.html#accordion-74c8af9f-46d5-4b0c-b9e9-bac5effcc328

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 Helix ITSM: Knowledge Management (WBT)

- » Describing Knowledge Management
- » Describing BMC ITSM Suite
- » BMC Helix ITSM: Knowledge Management
- » Knowledge Management - Function
- » Key features of Knowledge Management
- » Knowledge Management - Knowledge Base
- » Knowledge Management - KCS
- » Components of Knowledge Management
- » Benefits of Knowledge Management
- » Business value of Knowledge Management
- » Knowledge Management - Articles
- » Knowledge Management - Article Creation Lifecycle
- » Knowledge Management Article Stages
- » Knowledge Management Article Types
- » Searching for duplicate knowledge articles
- » Approving knowledge articles and viewing other approvers
- » Viewing an existing knowledge article to resolve a ticket
- » Searching for a knowledge article
- » Creating a new knowledge article from a ticket
- » KCS framework and its roles and responsibilities
- » Knowledge menu components (KCS Coach only)
- » Searching for duplicate knowledge articles
- » Creating Article Quality Index (AQI) Assessment questions
- » Assessing knowledge articles
- » KCS report generation
- » Generating and Interpreting KCS Reports

Module 2: Working with Knowledge Articles (WBT)

- » Viewing knowledge articles
- » Creating knowledge articles
- » Editing and sharing knowledge articles
- » Flagging knowledge articles

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