



BMC ATRIUM SERVICE LEVEL MANAGEMENT 8.1: BASIC

COURSE CODE

» SPPT-SLMB-0810

PRODUCT RELEASE

» BMC Atrium Service Level Management v8.1

DELIVERY METHOD

» Web Based Training (WBT)

COURSE DURATION

» 5 hours

TARGET AUDIENCE

» Service Level Managers
» Applications Administrators

PREREQUISITES

» ITIL® Foundation Certification
» OR:
» *ITIL® Awareness* (WBT)

Course Overview

The BMC Atrium Service Level Management 8.1 application provides a combined solution to bridge operations and services. This application is designed to ensure delivery of agreed-upon levels of service to the customers. In this online course, Service Level Managers and Applications Administrators gain competency in defining, creating, managing, and monitoring agreements, service targets, and contracts, using the BMC Atrium SLM 8.1 application, which helps them to monitor the performance of a service, other configuration items, and infrastructure processes. Participants also learn how to generate and interpret reports using the Report Console to document critical metrics about Service Level Agreements (SLAs).

Course Objectives

- » Describe Service Level Management (SLM) benefits
- » Describe the Process flows for BMC Atrium Service Level Management
- » Describe the Service Level Agreement lifecycle
- » Identify the roles associated with SLM
- » Identify the Service Level Management Console
- » Distinguish among Service Level Agreements (SLAs), Operational Level Agreements (OLAs), and Underpinning Contracts (UCs)
- » Describe the process of planning, defining, and negotiating terms of SLA requirements
- » Use the service target templates
- » Define service target terms and conditions using the Advanced mode
- » Create agreements using the Service Level Management Console
- » Explain the process of creating contracts and associating them with new or existing agreements
- » Define compliance targets to track agreement performance
- » Monitor SLAs and service targets using the Service Level Management Dashboard
- » Explain the process for creating and viewing general reports and using advanced qualifications



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COURSE ACTIVITIES

- » Interactive activities
- » Engaging interactions
- » Module level quizzes
- » Product simulations
- » End-of-course exam

CERTIFICATION PATH

- » NA

DISCOUNT OPTIONS

- » Have multiple students?
Contact us to discuss hosting a private class for your organization
- » Contact us for additional information 

Course Modules

1	SERVICE LEVEL MANAGEMENT OVERVIEW	2	UNDERSTANDING BMC ATRIUM SERVICE LEVEL MANAGEMENT
	<ul style="list-style-type: none"> » Overview of SLM » Describing BMC Atrium » Identifying ITIL and SLM Objectives » Defining SLM Roles » Accessing Online Product Documentation 		<ul style="list-style-type: none"> » Overview of the SLM elements » Introducing the SLM Components » Planning and Defining Agreements
3	NAVIGATING BMC ATRIUM SERVICE LEVEL MANAGEMENT	4	WORKING WITH SERVICE TARGETS
	<ul style="list-style-type: none"> » Working with the IT Home Page » Navigating the SLM Console 		<ul style="list-style-type: none"> » Initiating a Service Target » Defining Goals and Costs » Defining Measurement Criteria » Creating Milestones and Actions » Managing Service Targets » Configuring Follow-the-Sun Feature
5	WORKING WITH AGREEMENTS	6	WORKING WITH CONTRACTS
	<ul style="list-style-type: none"> » Initiating an Agreement » Completing an Agreement » Managing Agreements 		<ul style="list-style-type: none"> » Creating a Contract » Managing Contracts
7	USING DASHBOARDS	8	GENERATING REPORTS
	<ul style="list-style-type: none"> » Introducing Dashboards » Describing the Compliance Tab » Describing the SLM Trends Tab » Describing the Service Targets Tab » Describing the Business Tab » Discussing the Customer Dashboard » Discussing the CI Compliance View Dashboard 		<ul style="list-style-type: none"> » Working with Reports » Generating Predefined Reports » Defining Advanced Qualifications