BMC Remedy with Smart IT 1.3: Using and Administering

COURSE ABSTRACT

COURSE CODE
» SPPT-SMIT-0130

PRODUCT RELEASE
» BMC Remedy with Smart IT 1.3

DELIVERY METHOD 🌐
» Web-Based Training (WBT)

COURSE DURATION
» 2 Hours

TARGET AUDIENCE 🌐
» BMC Remedy with Smart IT 1.3 Users
» BMC Remedy with Smart IT 1.3 Administrators

PREREQUISITES
» None

Course Overview

BMC Remedy with Smart IT 1.3 (Smart IT) is a next-generation BMC Remedy IT Service Management (BMC Remedy ITSM) user experience, which makes the BMC Remedy ITSM processes such as creating tickets, viewing related items such as knowledge articles, and collaborating much easier and faster.

This course introduces the learners to the key features and functionality of BMC Remedy with Smart IT, version 1.3. It also includes the features added to Smart IT 1.3 with Service Pack 1 (Smart IT 1.3.01).

This course details the functionality available in BMC Remedy with Smart IT 1.3 with respect to Service Desk, Change Management, Knowledge Management, and Administration. It is applicable primarily to the users and administrators of BMC Remedy with Smart IT 1.3. The participants will learn how to perform the prominent using and administrative tasks in BMC Remedy with Smart IT 1.3.

Course Objectives

» Explain the Smart IT benefits, concepts, and features
» List the applications and products compatible with Smart IT 1.3.01
» Explain the Smart IT roles and related permissions
» Explain the different Service Desk tasks, such as working with tickets in Smart IT 1.3 and performing related actions
» Explain the different enhanced features and functionality available with Smart IT 1.3 for Service Desk
» Describe the new Knowledge-Centered Support (KCS) Framework in Smart IT 1.3.01, its roles and required permissions
» Explain how to create knowledge articles and perform related functions
» Describe how to work with Change Management features available in Smart IT 1.3
» Explain the main administering tasks for Smart IT 1.3

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

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COURSE ACTIVITIES

» Demonstrations
» Product Simulation
» Assessment

CERTIFICATION PATH 🌐

» N/A

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 Remedy with Smart IT 1.3
» BMC Remedy with Smart IT 1.3 concepts
» BMC Remedy with Smart IT 1.3 features and functionality
» Applications supported by BMC Remedy with Smart IT 1.3.01
» BMC Remedy with Smart IT 1.3 roles and permissions
» Functionality on the BMC Remedy with Smart IT 1.3 Dashboard

Module 2: BMC Remedy with Smart IT 1.3 for Service Desk
» Creating tickets with BMC Remedy with Smart IT 1.3 Smart Recorder
» Creating tickets with BMC Remedy with the Smart IT 1.3 Create New menu
» Searching, filtering, and updating tickets
» Resolving a ticket using an existing knowledge article

» Creating a knowledge article from a ticket
» Identifying Smart IT features and settings on Dashboard
» Collaborating through email and chat in Smart IT

Module 3: BMC Remedy with Smart IT 1.3 Knowledge Management
» KCS Framework in BMC Remedy with Smart IT 1.3
» KCS user role and permissions
» Managing flagged knowledge articles
» Searching for duplicate knowledge articles
» Creating knowledge articles
» Assessing KCS knowledge
» Creating, searching, and flagging knowledge articles
» Reviewing your knowledge team's performance using KCS reports

Module 4: BMC Remedy with Smart IT 1.3 Change Management
» Creating a change request in BMC Remedy with Smart IT 1.3
» Collision management
» Change calendar
» Impact analysis
» Approving change requests

Module 5: Administering BMC Remedy with Smart IT 1.3
» Adding custom fields to your views
» Adding dynamic menu fields
» Defining the out-of-the-box mandatory fields
» Configuring actions in BMC Remedy with Smart IT 1.3

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