



BMC Remedy with Smart IT 1.x: Fundamentals for Users (WBT)

COURSE ABSTRACT

COURSE CODE

- » SPPT-SMIT-0150

PRODUCT RELEASE

- » BMC Remedy with Smart IT 1.5

DELIVERY METHOD

- » Web-based Training (WBT)

COURSE DURATION

- » 2 Hours

TARGET AUDIENCE

- » BMC Remedy with Smart IT Users

PREREQUISITES

- » None

Course Overview

This web-based course is for BMC Remedy with Smart IT users (Service Desk agents, Specialists, or Managers) to familiarize them with this next-generation BMC Remedy IT Service Management (BMC Remedy ITSM) user experience.

This course is based on version 1.5 of BMC Remedy with Smart IT (Smart IT), which is an intuitive, and elegant Service Desk experience that enables a more knowledgeable and collaborative workforce organized around IT roles. Smart IT is also available on mobile devices.

This training will give the learners an overview of the Smart IT main features before they begin to use them in real time.

At the end of the course, the learners will be equipped with the knowledge to easily work with tickets, knowledge articles, assets, and the main features of Smart IT; both on the Universal client and mobile devices.

Course Objectives

- » Explain the Smart IT concepts and features
- » Describe mobile device compatibility and benefits for Smart IT
- » Explain the Smart IT roles, related permissions, and respective responsibilities
- » Explain how to work with the Smart IT Dashboard
- » Describe how to work with the Ticket Console and Smart Recorder
- » Explain the different features and functionality available with Smart IT for Service Desk for working with tickets
- » Describe the email, chat, broadcast, and Apple Watch functionality with Smart IT
- » Describe the important actions related to change requests available in Smart IT
- » Explain how to use the Change calendar, Impact Analysis, and Collision Management in Smart IT
- » Describe how to work with knowledge articles and the Knowledge-Centered Support (KCS) framework
- » Describe the assets related features and capabilities in Smart IT



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COURSE ACTIVITIES

- » Demonstrations
- » Assessment

ACCREDITATION AND CERTIFICATION PATHS

- » NA

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

- » Overview of BMC Remedy with Smart IT
- » Main features of Smart IT
- » Mobile device compatibility and benefits for Smart IT
- » Browsers and mobile devices compatible with Smart IT
- » Other BMC products compatible with Smart IT
- » List the other application functions supported in Smart IT
- » Smart IT personas and permissions
- » Responsibilities of different Smart IT roles
- » Smart IT Dashboard functionality

Module 2: Service Desk with Smart IT

- » Ticket Console and performing common actions
- » Smart Recorder functionality
- » Creating a ticket using Smart Recorder
- » Creating new incident tickets, problem investigations, or known errors
- » Filtering, viewing, and updating tickets
- » Relating other items to a ticket

- » Viewing an existing knowledge article to resolve a ticket
- » Searching for a knowledge article
- » Creating a new knowledge article from a ticket
- » Smart IT functionality available on Apple Watch
- » Sending email messages directly from a ticket
- » Attaching items in an email
- » Chat functionality in Smart IT
- » Creating broadcast messages

Module 3: Change Management with Smart IT

- » Change request phases in Smart IT
- » Creating change requests in Smart IT
- » Features of Smart IT Change Management such as Impact Analysis, the Change calendar, and Collision management
- » Approving change requests
- » Adding Ad hoc approvers

Module 4: Knowledge Management with Smart IT

- » Viewing knowledge articles
- » Creating knowledge articles

- » Editing and sharing knowledge articles
- » Flagging knowledge articles
- » Searching for duplicate knowledge articles
- » Approving knowledge articles and viewing other approvers
- » KCS framework and its roles and responsibilities
- » Knowledge menu components (KCS Coach only)
- » Assessing knowledge articles
- » Creating Article Quality Index (AQI) Assessment questions
- » KCS report generation

Module 5: Asset Management with Smart IT

- » BMC Asset Management overview
- » Asset Management personas in Smart IT
- » Asset Console and asset profiles in Smart IT
- » Smart IT asset types and sub types
- » Creating and updating assets in Smart IT
- » Relating an asset to another asset
- » Creating tickets from an asset
- » Receiving and scanning assets using mobile devices
- » Moving assets to inventory using Smart IT

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