



# BMC Helix ITSM – Smart IT 21.x: Fundamentals Using (WBT)

## COURSE ABSTRACT

### COURSE CODE

» SPPT-SMIT-2105

### APPLICABLE VERSIONS

» BMC Remedy with Smart IT 20.08, 21.02, 21.05, 21.30

### DELIVERY METHOD

» Web-based Training (WBT)

### COURSE DURATION

» 4 Hours

### PREREQUISITES

» NA

## Course Overview

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

This course will give Smart IT Users 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.

## Target Audience

- » Smart IT Users
  - IT Agents
  - Change Agents
  - Release Coordinators
  - Release Approvers
  - Problem Agents
  - Knowledge Authors
  - Asset Managers

## Learner Objectives

- » Explain the Smart IT concepts and features
- » Explain the Smart IT roles, related permissions, and respective responsibilities
- » Navigate the Smart IT interface
- » Explain about Live Chat feature to chat with user
- » Describe the Progressive Web Application feature
- » Describe how to work with the Ticket Console and Smart Recorder
- » Explain how to create tickets, create a call log
- » Explain the different features and functionality available with Smart IT for Service Desk for working with tickets
- » Describe how to use knowledge articles for ticket resolution
- » Describe the email, chat, and broadcast 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
- » Explain how to create and manage release requests
- » Describe how to work with knowledge articles
- » Discuss the Knowledge-Centered Support (KCS) framework
- » Describe the assets related features and capabilities in Smart IT

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### COURSE ACTIVITIES

- » Demonstrations
- » Product Simulations
- » Assessment


### BMC HELIX WITH SMART IT LEARNING PATH

[https://www.bmc.com/education/courses/smart\\_it\\_training.html#accordion-74c8af9f-46d5-4b0c-b9e9-bac5effcc328](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: Introduction to Smart IT

- » Overview of BMC Helix with Smart IT
- » Main features of Smart IT
- » Accessing Smart IT
- » Mobile device compatibility and benefits for Smart IT
- » Smart IT personas and permissions
- » Responsibilities of different Smart IT roles
- » Smart IT Dashboard functionality
- » Adding feedback in Smart IT
- » Progressive Web Application functionality

### Module 2: Common Functionalities in Smart IT

- » Ticket Console and performing common actions
- » Filtering, viewing, and updating tickets
- » Ticket assignment in Smart IT
- » 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
- » Chat feature in Smart IT
- » Introduction to Self-Help
- » Creating broadcast messages

### Module 3: Introduction to the Service Desk

- » Ticket details with Service Requests, Problem Investigations and Known Errors
- » Creating Tickets with Smart Recorder
- » Creating Call logs using Smart Recorder
- » Updating Ticket status in Smart IT
- » Adding tasks to Tickets
- » Task assignment
- » Rearranging task sequence
- » Creating problem investigation and a known error

### Module 4: Change Management with Smart IT

- » Change request phases in Smart IT
- » Creating change requests in Smart IT
- » Creating a change request by copying information from an existing ticket
- » Features of Smart IT Change Management such as Impact Analysis, the Change calendar, and Collision management
- » Approving change requests
- » Adding Ad hoc approvers
- » Editing a change request as a Change Submitter

### Module 5: Release Management with Smart IT

- » Overview
- » Release Milestones
- » Release, Activity and Tasks
- » Viewing Release tickets
- » Creating a Release Request using a template
- » Creating a Release ticket from scratch
- » Editing release tickets
- » Release on Mobile

### Module 6: 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

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- » Creating Article Quality Index (AQI)  
Assessment questions
- » KCS report generation
- » Generating and Interpreting KCS Reports

### **Module 7: 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
- » Exploring asset relationships (Graphical CI Explorer)
- » 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
- » Replacing assets by using the Swap Asset action

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