

BMC Helix ServiceOps: Fundamentals Overview (WBT)



Course Code: SPPT-SOFO-0101

Modality	Duration	Course Languages	Applicable Versions	Target Audience
Web-based Training (WBT)	1 Hour	English, French, French (CA), Italian, German, Japanese, Korean, Chinese, Portuguese (BR), Spanish	NA	Users

Course Overview

Service Operations, or ServiceOps, is the convergence of service and operations management. It brings together data, tools, and processes for seamless integration. With the BMC Helix platform, you can discover how generative AI empowers ServiceOps on a unified platform by enhancing productivity, delivering actionable insights, and driving automation like never before.

This course covers the basic concepts of ServiceOps and its significance in modern IT operations, teaches to define IT Operations Management (ITOM) along with its core functions, and explores the essentials of IT Service Management (ITSM) and its critical role in delivering high-quality IT services.

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Learning Objectives

- Define ServiceOps and explain its role in modern IT operations.
- Trace the progression from traditional ITSM/ITOps practices to ServiceOps.
- Describe the organizational and operational benefits of adopting ServiceOps.
- Explain how ServiceOps improves efficiency, agility, and user experience.
- Outline the role of BMC Helix in enabling ServiceOps practices.
- Identify market, technological, and organizational drivers for ServiceOps adoption.
- Evaluate areas within the enterprise where ServiceOps alignment can deliver the most value.

Course Lessons

Lesson 1: Understanding BMC Helix ServiceOps

- Explain the concept of ServiceOps and its role in modern IT operations.
- Compare the evolution of ServiceOps from traditional ITSM and ITOps approaches.
- Identify the key benefits that ServiceOps delivers to organizations.
- Describe the core capabilities that enable ServiceOps.
- Explore how BMC Helix supports and enables ServiceOps.
- Analyze the factors driving the growing demand for ServiceOps.
- Evaluate the value drivers of ServiceOps in terms of business outcomes.

Lesson 2: Core Concepts and Architecture

- Explain the overall ServiceOps architecture and its purpose.
- Identify the role of core components, including AIOps, CMDB, data ingestion, automation, and generative AI.
- Describe how data and workflows integrate within ServiceOps.
- Demonstrate how these integrations enable intelligent service delivery.

Lesson 3: ServiceOps Value Cases

- Recognize common ServiceOps use cases and their relevance to IT operations.
- Describe use cases such as Service Modeling, Incident Correlation, Service-centric Insights, Situational Incidents, Change and Release Enablement, Predictive Problem Insights, and AI-driven Guidance.
- Differentiate between these use cases to understand how each supports intelligent service delivery.
- Illustrate how selected use cases can be applied to improve business outcomes.

Discount Options

Have multiple students? Contact us to discuss hosting a private class for your organization.

Contact us for additional information 

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