

# BMC Service Ops Fundamentals Overview (WBT)



Course Code: SPPT-SOPF-0101

Modality	Duration	Applicable Versions	Target Audience
Web-Based Training (WBT)	1 Hour	NA	<ul style="list-style-type: none"><li>Users</li></ul>

## 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.

## Course Objectives

- Explain the concept of ServiceOps
- Role of ServiceOps in modern IT operations
- Define IT Operations Management (ITOM)
- Functions of ITOM
- Define IT Service Management (ITSM)
- Explain the importance of delivering quality IT services

Discount Options

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

Contact us for additional information