BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Report Designing

COURSE ABSTRACT

COURSE CODE

» SPPT-SRDS-2008

APPLICABLE VERSIONS

» BMC Helix ITSM - Smart Reporting 20.08

DELIVERY METHOD 🌐

» Instructor-Led Training (ILT)

COURSE DURATION 🌐

» 2 Days

PREREQUISITES

» BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Administering

Course Overview

This course introduces the learners to deep level customization and design functionality available in BMC Remedy Smart Reporting application. This course primarily focuses on the custom report creation process using various functionalities. This course will provide more insights in regard to new functionalities such as Freehand SQL, Subquery and Advanced Authoring. The learners will gain hands-on experience in designing various types of custom reports using different advanced functionalities.

This course is applicable primarily to the Administrators, Personal Content Writers and Public Content Writers.

Target Audience

» BMC Remedy Smart Reporting Administrators (Designers)

Learner Objectives

» Describe BMC Remedy Smart Reporting
» Name the types of reports which can be created and accessed
» State the features of the Freehand SQL and Advanced Authoring functionalities
» Use Smart Reporting to create a basic Custom report
» Create a Bucket Analysis report
» Modify an existing KPI report
» Create a report using Freehand SQL
» Use Advanced Authoring when creating a report
» Create a report with Union Sub Query

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

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COURSE ACTIVITIES

» Classroom Presentations
» Hands-on Lab Exercises

BMC REMEDY SMART REPORTING LEARNING PATH

https://www.bmc.com/education/courses/remedy-service-management-suite-training.html

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: BMC Remedy Smart Reporting Refresher
» BMC Remedy Smart Reporting Console
» Smart Reporting Components
» New features of Smart Reporting
» Advanced Authoring
» Freehand SQL
» Types of reports in Smart Reporting

Module 2: Create a Drill Through Report
» Basic Custom Reports
» Drill Through Functionality
» Steps to create a basic custom report
» Modify an existing KPI report

Module 3: Create a Bucket Report
» Moderate Complexity Custom Reports
» Bucket Analysis Functionality
» Steps to create a Bucket Analysis report

Module 4: Create a Report Using Freehand SQL
» Custom view creation with custom SQL
» Reports created using Freehand SQL
» Freehand SQL Functionality
» Steps to create a report using the Freehand SQL Functionality

Module 5: Create a Report Using Advanced Authoring
» Reports created using Advanced Authoring
» Advanced Authoring Functionality
» Steps to create a report using the Advanced Authoring Functionality

Module 6: Create a Report with a Union Sub-Query
» Reports created using the Sub Query functionality
» Sub Query Functionality
» Steps to create a report using the sub query functionality

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