## BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Release Management (WBT)

## COURSE ABSTRACT

**COURSE CODE**

» SPPT-SREU-2002

**APPLICABLE VERSIONS**

» BMC Remedy with Smart IT 20.02 and 20.08

**DELIVERY METHOD** 🌐

» Web-based Training (WBT)

**COURSE DURATION** 🌐

» 1 hour

**PREREQUISITES**

» NA

### Course Overview

Helix ITSM - Smart IT provides the next-generation user experience for BMC Remedy IT Service Management (BMC Remedy ITSM). It sets a new standard for the modern workplace with an intuitive, social, and mobile experience to enable a more knowledgeable and collaborative workforce organized around IT roles.

This course gives Smart IT Release Management users the knowledge to work with release management processes, features, and tickets.

### Target Audience

» Smart IT Users
   o IT Agents
   o Release Coordinators

### Learner Objectives

» Explain Release Management
» Identify Release Management roles, permissions, and procedures
» Explain the Initiate milestone
» Create releases
» Create activities and tasks
» Manage release tickets
» Review and approve release
» Explain the plan, build, test, deploy and close milestones
» List steps to plan, build, test, deploy and close release

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

# BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Release Management (WBT)

## COURSE ABSTRACT

### COURSE ACTIVITIES

» Presentation
» Simulation
» Assessment

### BMC HELIX WITH SMART IT LEARNING PATH

» 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: Release Management Concepts

» Define Release
» Define Release Management
» Define the various Release Management terms
» Describe the Release Management lifecycle
» Describe Release Management lifecycle use case
» Define the Release Management functional roles
» List the Release permissions
» Enlist the responsibilities of a Release Coordinator
» Describe the Release Management process flow procedures that a Release Coordinator performs

### Module 2: Creating Release Tickets

» Describe the Release lifecycle example
» Explain the Initiate milestone
» Describe relationship between release, activities, and tasks
» Create a Release from scratch and using template
» Describe how release work is divided into activities and tasks for each milestone
» Create an activity and a task
» View release, activity, and task tickets
» Edit a release
» Add change request, activity, and other items to release
» Update activity and release status
» Approve and Review release ticket
» Explain the Planning, Build, Test, Deployment, and Close Down milestones
» List the steps to plan and schedule the release and build a controlled environment for the release
» List the steps to test the release and roll out the release to the business
» List the steps to complete and close the release

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