COURSE ABSTRACT

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

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
  - IT Agents
  - 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
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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