



BMC Service Request Management 8.x: Fundamentals for Administrators (ASP)

COURSE ABSTRACT

COURSE CODE

- » SPPT-SRMA-0810-ASP

APPLICABLE VERSIONS

- » BMC Service Request Management 8.0 and 8.1

DELIVERY METHOD

- » Assisted Self-paced (ASP)
 - » Student and lab guide as ebook
 - » Product community for questions and answers
 - » Course recording via WBT
 - » Access to instructor for up to 2.5 hours by appointment (use within 90 days of registration)

VIRTUAL LAB ACCESS

- » 5 consecutive days (incl. weekends and holidays) of virtual lab (=portal) access. A Virtual Lab access voucher will be provided and must be redeemed within 90 days of registration. Consecutive days need to be completed within 28 days of Portal access.
- » Click [here](#) for additional ASP virtual lab access information in graphical format.

COURSE DURATION

- » Equal to 5 Days

PREREQUISITES

- » *BMC Remedy AR System 8.0: Foundation – Part 1 (ODL)*
- » *BMC Remedy IT Service Management 8.0: Administering – Part 1 (WBT)*
- » *BMC Work Order Management 8.0: Using (WBT)*
- » *BMC Service Request Management 8.1: Using (WBT)*

Course Overview

BMC Service Request Management (SRM) enables IT department and other business departments to easily define available services, publish those services in a service catalog, and automate fulfillment of those services for the user community.

BMC SRM leverages the foundational elements of the BMC Remedy ITSM Suite (for example, workflow, approvals, task management, notification, and email). This integration platform simplifies and reduces the management costs.

This course provides BMC Service Request Management (SRM) administrators and developers with the concepts and hands-on experience to incorporate best practices when administering and configuring the BMC Service Request Management solution.

In this course, participants will analyze, determine, and perform the necessary steps to administer, configure, and integrate BMC Service Request Management to support the corresponding business processes.

Target Audience

- » Administrators
- » Developers

Learner Objectives

- » Introduction to SRM features, functionality, and components
- » Configure, define, and maintain the service catalog
- » Identify primary components that define a catalog entry:
 - Service Request definition
 - Process definition
 - Data mapping, variables, target data, and questions
 - Application Object Template
- » Configure various SRM roles
- » Create SRDs using the Service Request Designer
- » Define and manage packages and entitlements
- » Perform advanced configuration of SRM functionality
- » Configure approvals and assignments for SRM
- » Use the Import Export Console
- » Troubleshoot common SRM issues
- » Implement processes in SRM using the Process Designer
- » Create and use Service Blueprints
- » Create Advanced Interface Forms (AIFs)



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COURSE ACTIVITIES

- » Video teaching
- » Course eBook
- » Virtual Lab
- » Community Access


BMC SERVICE REQUEST MANAGEMENT LEARNING PATH

- » <http://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html#A-44>

ACCREDITATION AND CERTIFICATION PATHS

- » This course is not part of an accreditation or certification path.

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: Service Request Management (SRM) Overview

- » Introducing SRM
- » SRM Components
- » SRM Reporting
- » Online Documentation Portal

Module 2: Creating the Service Catalog: Questions and AOTs

- » SRD Components
- » Creating Questions
- » Creating AOTs

Module 3: Creating the Service Catalog: PDTs and SRDs

- » Creating PDTs
- » Creating SRDs
- » Product Ordering

Module 4: Foundation Data and SRM Users

- » Companies and Categorizations

- » Support Groups and People
- » SRM User Roles and Consoles

Module 5: Service Request Designer

- » Service Request Designer – Overview
- » Creating the Service Catalog – Other Features

Module 6: Entitlements and Packages

- » Entitlements and Packages – Overview
- » Managing Entitlements
- » Using Packages
- » On Behalf Of Management

Module 7: SRM Configuration

- » Surveys and Service Catalogs
- » Other SRM Configuration Features

Module 8: SRM Approvals and Assignments

- » SRD Approvals
- » SR Approvals

- » Email-based Approvals
- » Assignments

Module 9: Other SRM Administrative Tasks

- » Using the Import Export Console
- » Rebranding the Request Entry Console
- » Troubleshooting Common Issues

Module 10: Process Designer: Overview and Implementing Processes in SRM

- » Process Designer: Overview
- » Implementing Processes in SRM

Module 11: Service Implementation Planning

- » Services Baseline Analysis
- » Service Blueprint Workshop

Appendix A: Using Advanced Interface Forms

- » Advanced Interface Forms
- » Creating Advanced Interface Forms

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