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BMC Service Request Management 9.x: Fundamentals for Administrators

COURSE ABSTRACT

COURSE CODE

» SPPT-SRMA-0910

APPLICABLE VERSIONS

» BMC Service Request Management 9.1

DELIVERY METHOD 🌐

» Instructor-led Training (ILT)

COURSE DURATION 🌐

» 5 Days

RECOMMENDED PREREQUISITES

» BMC Service Request Management 9.x: Fundamentals for Users (WBT)

Course Overview

This course provides BMC Service Request Management (SRM) Administrators, Service Catalog Managers, Business Relationship Managers, 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

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
» Create Advanced Interface Forms (AIFs)

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 SERVICE REQUEST MANAGEMENT LEARNING PATH

https://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html#accordion-bdaf175b-9662-466b-8936-763facbb9822

ACCREDITATION AND CERTIFICATION PATHS 🌐

» NA

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

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

Module 4: Requesting Services and Apps – Service Request Management
» Setting Up Service Requests through BMC Service Request Management

» Customizing Catalog Item Icons
» Other SRM Configurations

Module 5: Foundation Data and SRM Users
» Companies and Configurations
» Support Groups and People
» SRM User Roles and Consoles

Module 6: Service Request Designer
» Service Request Designer – Overview
» Creating the Service Catalog – Other Features

Module 7: Entitlements and Packages
» Entitlements and Packages – Overview
» Managing Entitlements and Using Packages
» On Behalf Of Management

Module 8: SRM Configuration
» Surveys and Service Catalogs

» Configuring SRD Levels

Module 9: SRM Approvals and Assignment
» SRD Approvals
» SR Approvals
» Email-based Approvals
» Assignments

Module 10: Other SRM Administrative Tasks
» Using the Import Export Console
» Rebranding the Request Entry Console
» Troubleshooting Common Issues

Appendix A: Using Advanced Interface Forms
» Advanced Interface Forms
» Creating Advanced Interface Forms

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