BMC SERVICE REQUEST MANAGEMENT 8.1: USING

COURSE CODE
» SPPT-SRMU-0810

PRODUCT RELEASE
» BMC Service Request Management v8.1

DELIVERY METHOD 🌐
» Web Based Training (WBT)

COURSE DURATION 🌐
» 2 Hours

TARGET AUDIENCE 🌐
» SRM users
» Service request coordinators
» Business managers
» Approvers

PREREQUISITES
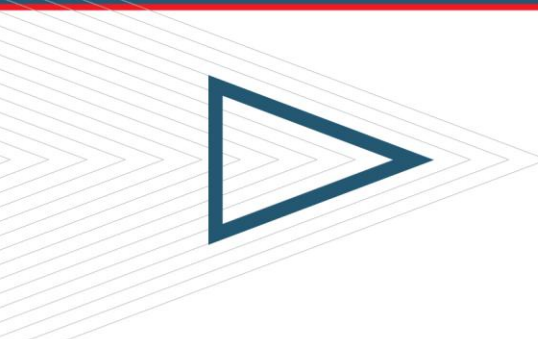» User knowledge of Microsoft Windows graphical user interface (GUI)

Course Overview

The *BMC Service Request Management 8.1: Using* course provides BMC Service Request Management (SRM) users, service request coordinators, business managers, and approvers with the concepts to incorporate best practices when using the BMC SRM solution. The course covers features and functionality of BMC SRM.

In this course, participants will learn about various functional areas of the Request Entry Console. They will also learn how to create, manage, and fulfill service requests. In addition, they will get familiar with the basics of Service Request Coordinator Console and the Business Manager Console.

Course Objectives

» Describe the purpose of BMC Service Request Management
» Describe how to access the Request Entry Console
» Describe various functional areas of the Request Entry Console
» Describe how to search for Knowledge Base articles from the Request Entry Console
» Explain how to browse the request catalog
» Explain how to submit a service request
» Describe how to use the Cart feature
» Describe how to submit requests on behalf of other users
» Describe how to order hardware or software products using the Request Entry Console
» Describe how to cancel, copy, and reopen service requests
» Describe how to submit a request survey and provide feedback on the Request Entry Console
» Describe how to manage a list of favorite requests
» Explain how to approve or reject service requests using Approval Central
» Explain how to create service requests from fulfillment applications
» Describe various functional areas of the Service Request Coordinator Console and the Business Manager Console

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COURSE ACTIVITIES

» Module level quizzes
» Product simulations
» End of course exam

CERTIFICATION PATH 🌐

» NA

DISCOUNT OPTIONS

» Have multiple students? Contact us to discuss hosting a private class for your organization
» Contact us for additional information 🌐

Course Modules

1	INTRODUCTION TO THE REQUEST ENTRY CONSOLE	2	CREATING AND MANAGING REQUESTS
	» Accessing the Request Entry Console » Navigating the Request Entry Console		» Creating Service Requests » Using the Product Ordering Feature » Viewing and Managing Requests
3	APPROVING AND FULFILLING REQUESTS	4	SERVICE REQUEST COORDINATOR CONSOLE AND BUSINESS MANAGER CONSOLE
	» Approving Service Requests » Fulfilling Service Requests		» Service Request Coordinator Console: Overview » Business Manager Console: Overview

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