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

COURSE ABSTRACT

COURSE CODE

» SPPT-SRMU-0910

APPLICABLE VERSIONS

» BMC Service Request Management 9.0 and 9.1

DELIVERY METHOD 🌐

» Web-based Training (WBT)

COURSE DURATION 🌐

» 2 Hours

PREREQUISITES

» NA

Course Overview

BMC Service Request Management (SRM) enables IT departments 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) users, service request coordinators, business managers, and approvers with the concepts to incorporate best practices when using the BMC SRM solution. It covers the features and functionality of BMC SRM.

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 learn about SRM integration with BMC Digital Workplace and Smart IT. They will also become familiar with the basics of the Service Request Coordinator Console and the Business Manager Console.

Target Audience

» SRM Users

Learner Objectives

» Purpose, benefits, architecture, and components of BMC Service Request Management
» User roles related to BMC Service Request Management
» Functional areas of the Request Entry Console
» Submit a service request
» Use the Cart feature
» Submit requests on behalf of other users
» Cancel, copy, and reopen service requests
» Submit a request survey and provide feedback on the Request Entry Console
» Manage a list of favorite requests
» SRM Integration with BMC Digital Workplace and Smart IT
» Approve or reject service requests using Approval Central
» Create service requests from fulfillment applications
» Functional areas and purpose of the Service Request Coordinator Console and the Business Manager Console

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

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COURSE ACTIVITIES

» Quizzes
» Product Simulations

BMC SERVICE REQUEST MANAGEMENT LEARNING PATH

http://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html#A-8

ACCREDITATION AND CERTIFICATION PATHS 🌐

» This course is not part of a BMC 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: SRM Concepts and Features
» BMC Service Request Management: Introduction
» Benefits
» Architecture
» Components
» User roles
» Request Entry Console: Functional Areas

Module 2: Submitting and Managing Service Requests
» Requesting a service
» Viewing request details
» Managing requests
» SRM Integration with BMC Digital Workplace and Smart IT

Module 3: Approving and Fulfilling Requests
» Approval Central overview
» Approving and rejecting requests
» Fulfilling a request when a work order, an incident, or a change request is involved

Module 4: Service Request Coordinator Console and Business Manager Console
» Service Request Coordinator Console: Purpose and functional areas
» Business Manager Console: Purpose and functional areas

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