



# BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Administering

## COURSE ABSTRACT

### COURSE CODE

- » SPPT-SRUA-1908

### PRODUCT RELEASE

- » BMC Remedy Smart Reporting 18.05, 18.08, 19.02 and 19.08

### DELIVERY METHOD

- » Instructor-led Training (ILT)

### COURSE DURATION

- » 2 Days

### PREREQUISITES

- » BMC Helix ITSM – Smart Reporting 19.x: Fundamentals Using

## Course Overview

BMC Remedy Smart Reporting is an easy-to-use report writer for non-technical users, delivering drag-and-drop simplicity for formatting and data selection. It is designed to reuse components, such as Source Connections and Views.

This two-day course provides students with the information and hands-on lab exercises for administering BMC Remedy Smart Reporting.

This course is applicable primarily to the Administrators who are responsible for onboarding, offboarding and configuring BMC Remedy Smart Reporting. The learners will be guided on how to manage content, work with views, optimize product performance, troubleshoot, and perform other administering tasks.

**Note:** It is suggested that learners have a basic understanding of their:

- » Data sources (typically the application that you work with) and its corresponding structure
- » Reporting needs and ability to translate that into relevant input to create reports

**IMPORTANT:** The **BMC Certified Associate: Smart Reporting 18.x** examination is included in this course. Taking the exam and pursuing certification is optional. You will have one attempt to pass the exam. Retakes according to the **BMC Certification Policy** are available for an additional fee. Those who pass will receive the title of **BMC Certified Associate: BMC Remedy Smart Reporting 18.x**.

## Target Audience

- » Reporting Administrators

## Learner Objectives

- » BMC Remedy Smart Reporting features and benefits
- » Social collaboration through BMC Remedy Smart Reporting
- » Navigate through the new semantic view and report for Asset Management data
- » Understand the Deployment, Onboarding and Offboarding processes for BMC Remedy Smart Reporting
- » Import content in BMC Remedy Smart Reporting with user-friendly interface
- » Explore Java based BMC Remedy Smart Reporting User Sync utility
- » Work with views, including view design methodology and creating views (archived forms also)
- » Configure row-level security for reports using Access Filters
- » Update cross-launch settings
- » Import audit reports
- » Understand the support for Union and Append sub queries for advanced reports
- » Configure BMC Remedy Smart Reporting log settings
- » Change the frequency of the user sync job and the Super Admin password
- » Optimize BMC Remedy Smart Reporting performance
- » Perform the steps to resolve or troubleshoot the most commonly found errors

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### COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises

### BMC REMEDY SMART REPORTING LEARNING PATH

- » <https://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html>

### ACCREDITATION AND 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

### Module 1: Introduction to BMC Remedy Smart Reporting

- » BMC Remedy Smart Reporting Overview
- » Accessing Reports
- » Collaborating with BMC Remedy Smart Reporting

### Module 2: BMC Remedy Smart Reporting Onboarding

- » Deployment and Onboarding Overview
- » Configuring Secured Login (SSL)
- » Onboarding Users
- » Importing Content
- » Configuring Mid Tier and Verifying Onboarding

### Module 3: Creating Content

- » Define views and its components
- » Various field types
- » Steps involved in view design methodology
- » Steps to create and edit a view
- » Steps to create a custom report
- » Steps to create a dashboard tab

### Module 4: Configuring BMC Remedy Smart Reporting

- » Steps to complete the configuration after onboarding of BMC Remedy Smart Reporting
- » Access Filters for reports
- » Steps to set row-level security variables
- » Steps to update cross-launch settings

### Module 5: BMC Remedy Smart Reporting Administration Console

- » Administration Console features and functionality including:
  - Main Panel items
  - Configuration and Administration options
  - Additional functionality available to a Super Admin
- » Updating view references to a custom view
- » Steps to create a view for an archive form
- » Geo Packs overview
- » Importing Storyboard themes

### Module 6: Additional Administrative Tasks

- » Configuration of BMC Remedy Smart Reporting log settings
- » Updating the Data Source connection password
- » Changing the frequency of the user sync job
- » Changing the BMC Remedy Smart Reporting Super Admin password
- » Setting up Audit Reports
- » Optimizing BMC Remedy Smart Reporting performance
- » Troubleshooting steps for most commonly observed Smart Reporting issues

### Appendix A: BMC Remedy Smart Reporting 19.x: Enhancement

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