



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

## COURSE ABSTRACT

### COURSE CODE

- » SPPT-SRUA-1908-ASP

### APPLICABLE VERSIONS

- » Helix ITSM - Smart Reporting 18.05, 18.08, 19.02 and 19.08

### 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

- » 12 hours of virtual lab access time available from date of registration on course for 90 calendar days.
- » Click [here](#) for additional ASP virtual lab access information in graphical format.

### COURSE DURATION

- » Equal to 2 Days

### PREREQUISITES

- » BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Using (WBT)

## Course Overview

This two-day course focuses on the responsibilities of administrators. The course introduces the learners to the key features and functionality of the BMC Helix ITSM - Smart Reporting application. Also, the learners will gain hands-on experience in the various administrative tasks related to the application.

This course is applicable primarily to the administrators who are responsible for onboarding, offboarding and configuring BMC Helix ITSM - Smart Reporting. The learners will be guided on how to manage content, work with views, optimize product performance, troubleshoot, and 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: Helix ITSM - Smart Reporting 19.x Online Exam** 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: Helix ITSM - Smart Reporting 19.x**.

## Target Audience

- » Administrators

## Learner Objectives

- » Smart Reporting with enhanced User Interface, benefits and functional areas
- » Understand the support for Union and Append sub queries for advanced reports
- » Audit reports for Administrators and how to import audit reports
- » Social collaboration through BMC Remedy Smart Reporting
- » Architectural setup of BMC Remedy Smart Reporting
- » Deployment, onboarding and offboarding process for BMC Remedy Smart Reporting
- » Import content in Smart Reporting with user-friendly interface
- » Know about the 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
- » Understand the functionality in the Administration Console with which the Administrators maintain the Smart Reporting system
- » 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

- » Demonstrations
- » 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

- » This course is a part of BMC Certified Associate Smart Reporting 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: 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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