



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

## COURSE ABSTRACT

### COURSE CODE

» SPPT-SRUS-1908

### APPLICABLE VERSIONS

» BMC Remedy Smart Reporting 19.02, 18.08, 18.05, 9.1.04, 9.1.03, 9.1.02, 9.1.01.

### DELIVERY METHOD

» Web-based Training (WBT)

### COURSE DURATION

» 2 Hours

### PREREQUISITES

» None

## Course Overview

This course introduces the learners to the key features and functionality of the BMC Remedy Smart Reporting application. This course primarily focuses on describing the basic reporting concepts for BMC Remedy Smart Reporting users. It also provides information related to various Smart Reporting components such as reports, dashboard tabs, storyboards, and stories. Additionally, it describes all the important console elements and provides details about various reports available out of the box.

This course is applicable primarily to Report Consumers & Collaborators, Personal Content Writers, Public Content Writers, and Dashboard Consumers.

## Target Audience

» BMC Remedy Smart Reporting Users

## Learner Objectives

- » Describe BMC Remedy Smart Reporting overview and features
- » Explain BMC Remedy Smart Reporting Console access
- » Name BMC Remedy Smart Reporting roles and users
- » State Functional areas and navigation styles
- » Work with Out-of-the-box reports and dashboards
- » Access Knowledge-Centered Support (KCS) reports, Release Management reports, and KPI reports
- » Navigate console elements including the dashboards, Browse page, My Content panel, Left-side navigation pane, and User Profile area
- » Create a custom report
- » Save, export, format, share, and edit reports
- » Collaboration options including comments, annotations, sharing, and broadcasting
- » Explain and access Assisted Insights and its types; Assisted Discovery and Instant Insights
- » Create and work with storyboards
- » Create and manage Dashboard tabs
- » Create and work with stories



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### COURSE ACTIVITIES

- » Demonstrations
- » Product Simulations
- » Course Assessment


### BMC REMEDY SMART REPORTING LEARNING PATH

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

### ACCREDITATION AND CERTIFICATION PATHS

- » N/A

### 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

- » Overview of BMC Remedy Smart Reporting
- » Chief elements of BMC Remedy Smart Reporting
- » BMC Remedy Smart Reporting roles
- » Functional areas of the BMC Remedy Smart Reporting Console
- » BMC Remedy Smart Reporting Console access from Mid Tier, Smart IT Console, and directly via URL
- » Predefined reports and dashboards including Service Dashboard

### Module 2: Navigating the BMC Remedy Smart Reporting Console

- » Dashboard
- » Browse page
- » My Content panel
- » Left-side navigation pane
- » Timeline
- » Sections and tabs of User Profile Area

### Module 3: Creating Reports

- » Drag-and-drop Report Builder
- » Steps to create a custom report
- » Report functionality including aggregation, advanced functions, calculations, sections, report filters, and sub query
- » Report and chart formatting options
- » Save and edit options available for active and draft reports
- » Collaboration options for BMC Remedy Smart Reporting
- » Sharing reports via email
- » Automated Insights
- » Assisted Discovery
- » Instant Insights

### Module 4: Smart Reporting Storyboards and Dashboards

- » Storyboard elements
- » Steps to create a storyboard
- » Work with storyboards
- » Steps to create a dashboard tab
- » Dashboard layout and settings
- » Dashboard actions
- » Enhancements to the Dashboard filters
- » Story elements
- » Steps to creating a story
- » Work with stories

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