



# BMC Remedy Smart Reporting 9.1: Using

## COURSE ABSTRACT

### COURSE CODE

- » SPPT-SRUS-0910

### PRODUCT RELEASE

- » BMC Remedy Smart Reporting 9.1

### DELIVERY METHOD

- » Web-based Training (WBT)

### COURSE DURATION

- » 2 Hours

### TARGET AUDIENCE

- » BMC Remedy Smart Reporting Users

### PREREQUISITES

- » None

## Course Overview

This course introduces the learners to the key features and functionality of the BMC Remedy Smart Reporting application. It primarily covers the report creation process in BMC Remedy Smart Reporting. It also covers creation of other Smart Reporting elements including dashboard tabs and storyboards.

This course is applicable primarily to Report Writers, Corp Writers, Report Consumers, and Dashboard Consumers.

## Course Objectives

- » Introduce BMC Remedy Smart Reporting
- » List the roles associated with BMC Remedy Smart Reporting
- » Discuss different functional areas of the BMC Remedy Smart Reporting Console
- » Discuss various out-of-the-box reports and dashboards
- » Describe how to access Knowledge-Centered Support (KCS) reports from BMC Remedy Smart Reporting
- » Describe various BMC Remedy Smart Reporting elements including dashboards, Browse page, My Content panel, Inbox, and User Profile area
- » Explain the steps and functionality involved in creating a report
- » Describe how to save, export, format, and edit reports
- » Explain various collaboration options including comments, annotations, sharing, and broadcasting
- » Explain how to create and work with storyboards
- » Explain how to create and manage Dashboard tabs



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### COURSE ACTIVITIES

- » Product Simulations
- » Course Assessment

### 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 and Smart IT Console
- » Predefined reports and dashboards including Service Dashboard and HRCM reports

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

- » Dashboard
- » Browse page
- » My Content
- » Inbox
- » 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

### 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

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