



BMC Work Order Management 9.x: Fundamentals for Users (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-WOMU-0910

DELIVERY METHOD

» Web Based Training (WBT)

COURSE DURATION

» 2 Hours

PREREQUISITES

» NA

Course Overview

Work Order Management is a back-end application of BMC Service Request Management (SRM) that provides basic facilities for assignment, status, work info, and task management.

The BMC SRM integration with Work Order Management allows users to create a generic work-order process. This online course provides Work Order Managers and Work Order Assignees with the information and experience that they need to fulfill service requests successfully.

In this course, participants will learn about functional areas of the Work Order Console. They will learn how to create and manage work orders, and will become familiar with the Task Management System (TMS) and SRM Request Entry Console.

Target Audience

» Users

Learner Objectives

- » Identify various components and benefits of BMC Service Request Management
- » Explain how to access the Work Order Console
- » Identify various permissions and roles related to BMC Work Order Management
- » Identify various functional areas of the Work Order Console and the Work Order form
- » Explain how to create work orders and work with different tabs available on the Work Order form
- » Identify the work order lifecycle
- » Describe how to manage work orders, including work order assignments
- » Explain how to search for work orders from the Work Order Console
- » Describe the components of Task Management System (TMS)
- » List the Task Management System (TMS) permission groups
- » Explain how to view task groups and tasks, and relate ad hoc tasks, predefined task group templates, and task templates with work orders
- » Discuss how to work with tasks, including how to modify a task, add work information to a task, and plan time for a task
- » Describe how to view service targets in BMC Work Order Management
- » Explain how to create service targets for a work order using the BMC Service Level Management application
- » Describe various functional areas of the SRM Request Entry Console
- » Explain how to use the SRM Request Entry Console to view and manage requests

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COURSE ACTIVITIES

- » Lesson Level Quizzes
- » Product Demonstrations
- » End of Course Exam


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: Introduction to Work Order Management

- » Introducing BMC SRM
- » Accessing the Work Order Console
- » Navigating the Work Order Console
- » Using BMC Online Documentation portal

Module 2: Creating and Searching for Work Orders

- » Navigating the Work Order form
- » Working with the Work Order form
- » Managing work orders
- » Searching for records

Module 3: Working with Tasks

- » Task Management System
- » Task groups and tasks
- » Managing tasks

Module 4: Other Functionality

- » Using Service Level Management with Work Orders
- » SRM Request Entry Console: Overview

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