BMC REMEDY IT SERVICE MANAGEMENT 8.0: ADMINISTERING – PART 1

COURSE CODE

» SPPT-ITA1-0800

PRODUCT RELEASE

» BMC Remedy ITSM Suite 8.0

DELIVERY METHOD 🌐

» Web Based Training (WBT)

COURSE DURATION 🌐

» 4 hours

TARGET AUDIENCE 🌐

» Administrators

PREREQUISITES

» *BMC Remedy Service Desk 8.0: Using*
» *BMC Remedy Asset Management 8.0: Using*
» *BMC Remedy Change Management 8.0: Using*
» *BMC Remedy AR System 8.0: Foundation – Part 1*

Course Overview

This online course provides BMC Remedy IT Service Management 8.0 application administrators, developers, and consultants with an introduction to ITSM application administration, and introduces the architecture and common configuration elements of the BMC Remedy ITSM applications, including BMC Service Desk, BMC Change Management, and BMC Asset Management. The course provides BMC Remedy ITSM administrators with the concepts and skills needed to incorporate best practices when configuring and administering BMC Remedy ITSM applications.

This course is a prerequisite to all other BMC Remedy ITSM 8.0 application administration courses.

Course Objectives

» Explain the architecture of BMC Remedy ITSM applications and list supported platforms
» Describe the relationship of the BMC Atrium CMDB to ITSM applications
» Access and use Application Administration Console
» Identify BMC Remedy ITSM mobility integration and BMC Remedy ITSM – Process Designer
» Describe online documentation and community improvements
» Identify the purpose of hub and spoke technology and configuration considerations
» Describe ITSM foundation data and concepts
» Create and configure companies, organizational structures, and sites
» Specify auto-assignment of requests to support groups
» Describe the purpose of permission groups and functional roles
» Identify permission groups and roles for ITSM application administrators
» Configure and administer People records
» Describe Person templates
» Assign and manage ITSM permission groups
» Describe the BMC Atrium Product Catalog and its relationship to products that you can view, define, and use in ITSM applications
» View, create, and update product catalog entries
» View, create, and update operational catalog entries
» Describe the purpose of the generic catalog
» Define auto-assignment settings using operational and product catalog settings
» Describe the types of tasks, task groups, and task templates that can be defined
» Describe ITSM approval processes and the role of administrators in configuring approvals, including the Approval Server enhancement
» Describe the purpose and function of Data Management Job Console and Data Wizard Console
» Describe how to configure RSS feeds, Twitter, and chat functionality

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COURSE ACTIVITIES

» Product simulations
» Module level quizzes
» End of course exam

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

1	ITSM ARCHITECTURE OVERVIEW	2	ITSM ENHANCEMENTS
	» BMC Remedy ITSM application purpose » BMC Remedy ITSM architecture » Foundation data » Online documentation and community improvements		» Access improvements » Social media » Hub and spoke technology

3	DEFINING COMPANIES AND LOCATION	4	SUPPORT ORGANIZATIONS AND SUPPORT GROUPS
	» Defining companies » Defining company organizations and locations		» Purpose of support groups » Configuring optional information » Configuring social media

5	DEFINING PEOPLE	6	CATALOG SETUP
	» Permission groups and functional roles » Configuring people » Other people management activities		» Product catalog setup » Operational catalog setup » Generic catalog and assignments

7	OTHER APPLICATION CONFIGURATION TASKS		
	» Data management tool » Approval server » Task management » Email Rule Engine » Hub and spoke		

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