BMC REMEDY IT SERVICE MANAGEMENT 8.0: WHAT'S NEW FOR USERS

COURSE CODE

» SPPT-ITWN-0800

PRODUCT RELEASE

» BMC Remedy IT Service Management v8.0

DELIVERY METHOD

» Web Based Training (WBT)

COURSE DURATION

» 1 Hour

TARGET AUDIENCE

» ITSM users
» ITSM managers

PREREQUISITES

» *BMC Remedy Service Desk 7.6.04: Using* (WBT)

Or

» *BMC Remedy Change Management 7.6.04: Using* (WBT)

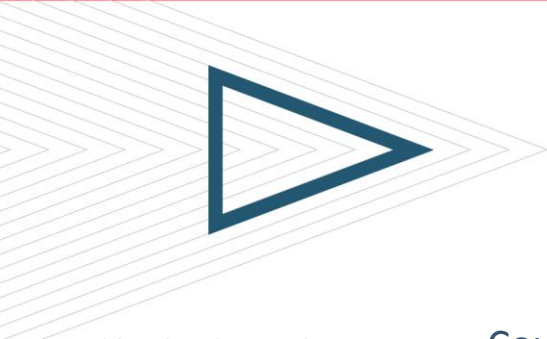Or

» *BMC Remedy Asset Management 7.6.04: Using* (WBT)

Or

» *BMC Remedy IT Service Management 7.6.04: What's New for Users* (WBT)

Course Overview

The *BMC Remedy IT Service Management 8.0: What's New for Users* online course is designed for ITSM users and managers with previous BMC Remedy IT Service Management 7.6.04 education and experience. This self-paced course introduces participants to the new features in ITSM 8.0 that are relevant to a user. The course includes 8.0 examples and quizzes to ensure experienced 7.6.04 users gain the knowledge necessary for 8.0 proficiency.

Course Objectives

» Navigate new online product documentation
» Subscribe to RSS and Twitter feeds
» Use built-in chat
» Search from the Applications list
» Identify changes to popular BMC Remedy ITSM forms
» Access service information
» Reserve software licenses and hardware
» Use the License Job qualification builder

For additional information about BMC Education Services, please visit us at www.bmc.com/education.

bmcsoftware
GLOBAL SERVICES
EDUCATION SERVICES

BMC REMEDY IT SERVICE MANAGEMENT 8.0: WHAT'S NEW FOR USERS

COURSE ACTIVITIES

» Presentations
» Product documentation demonstration
» Quizzes

DISCOUNT OPTIONS

» Have multiple students? Contact us to discuss hosting a private class for your organization

» Contact us for additional information 🌐

Course Modules

1	DOCUMENTATION AND COMMUNITY IMPROVEMENTS	2	EMBEDDED SOCIAL INTERACTION
	» Online features make the product documentation and ITSM Community more interactive		» Built-in tools for social collaboration help teams connect when addressing ITSM records

3	INTERFACE IMPROVEMENTS	4	ASSET AND SOFTWARE LICENSE MANAGEMENT IMPROVEMENTS
	» New options for accessing and managing ITSM records improve user efficiency		» Features for managing licenses and hardware inventory improve usability

For additional information about BMC Education Services, please visit us at www.bmc.com/education.

bmcsoftware
GLOBAL SERVICES
EDUCATION SERVICES