bmc
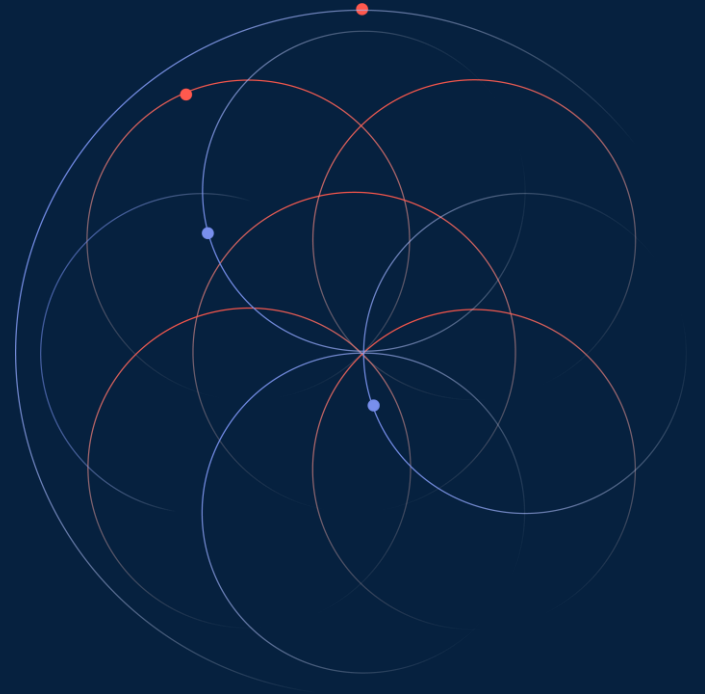
DIGITAL SERVICE MANAGEMENT

Learning Path

BMC Helix ITSM 23.x: Administrator

Recommended for: Administrators

Product versions: 23.x

BMC Helix ITSM provides an introduction to ITSM application administration and introduces the architecture and common configuration elements of the BMC Helix ITSM applications.

Note: For more information on a course, click the course box below.

BMC Helix ITSM 23.x: Fundamentals Using
Duration: **3 Hours**

BMC Helix ITSM 23.x: Fundamentals Administering Applications
Duration: **3 Days**

Future Release
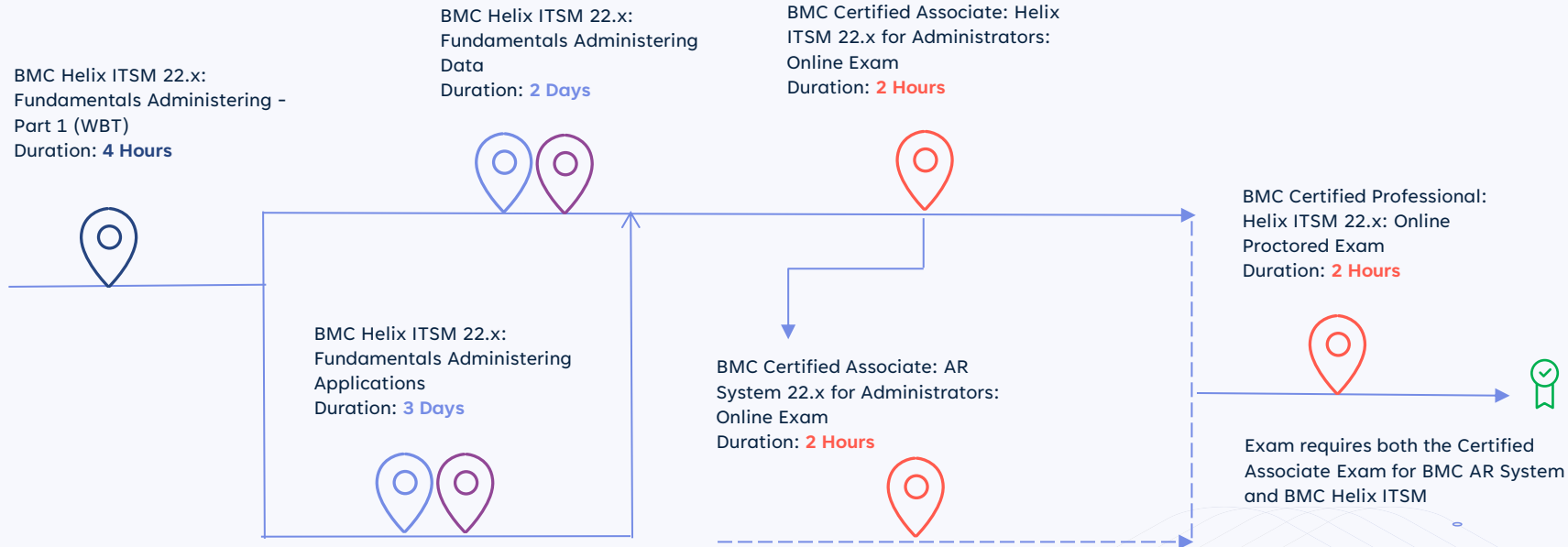
BMC Helix ITSM 22.x: Administrator

Recommended for: Administrators

Product versions: 22.x

BMC Helix ITSM provides an introduction to ITSM application administration and introduces the architecture and common configuration elements of the BMC Helix ITSM applications.
Note: For more information on a course, click the course box below.

BMC Helix ITSM 22.x: Fundamentals Administering - Part 1 (WBT)
Duration: **4 Hours**

BMC Helix ITSM 22.x: Fundamentals Administering Data
Duration: **2 Days**

BMC Certified Associate: Helix ITSM 22.x for Administrators: Online Exam
Duration: **2 Hours**

BMC Helix ITSM 22.x: Fundamentals Administering Applications
Duration: **3 Days**

BMC Certified Professional: Helix ITSM 22.x: Online Proctored Exam
Duration: **2 Hours**

BMC Certified Associate: AR System 22.x for Administrators: Online Exam
Duration: **2 Hours**

Exam requires both the Certified Associate Exam for BMC AR System and BMC Helix ITSM
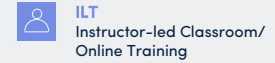
BMC Helix ITSM 23.x: User

Recommended for: Users, Specialists, Incident Analysts, Group Coordinator, Problem Coordinator, Change Coordinators, Change Manager, Release Coordinators, Specialists, Software Asset Manager, Approver, Purchasing Agents, Contract Manager

Product versions: 23.x

WBT
Web-based Training

EXAM
Certification

ILT
Instructor-led Classroom/
Online Training

ASP
Assisted Self Paced

BMC Helix ITSM provides an introduction to ITSM application administration and introduces the architecture and common configuration elements of the BMC Helix ITSM applications.

Note: For more information on a course, click the course box below.

BMC Helix ITSM 23.x:
Fundamentals Using
Duration: **3 Hours**

BMC Helix ITSM 20.x: User

Recommended for: Users, Specialists, Incident Analysts, Group Coordinator, Problem Coordinator, Change Coordinators, Change Manager, Release Coordinators, Specialists, Software Asset Manager, Approver, Purchasing Agents, Contract Manager

Product versions: 20.x

BMC Helix ITSM provides an introduction to ITSM application administration and introduces the architecture and common configuration elements of the BMC Helix ITSM applications.
Note: For more information on a course, click the course box below.

BMC Helix ITSM – Problem Management 20.x: Fundamentals Using – Duration: **4 Hours**

BMC Helix ITSM – Asset Management 20.x: Fundamentals Using Duration: **7 Hours**

BMC Helix ITSM – Change Management 20.x: Fundamentals Using Duration: **7 Hours**

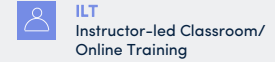BMC Helix ITSM – Incident Management 20.x: Fundamentals Using Duration: **5 Hours**

BMC AR System 22.x: Administrator

Recommended for: Administrators, Developers

Product versions: 22.x and 23.x

BMC AR System is a professional development environment that leverages the recommendations of the IT Infrastructure Library (ITIL) and provides a foundation for Business Service Management (BSM) solutions. Using BMC AR System, nonprogrammers can build powerful business workflow applications and deploy them simultaneously in web, Microsoft Windows, UNIX, and Linux environments.

Note: For more information on a course, click the course box below.

BMC AR System 23.x:
Fundamentals Administering -
Part 1 (WBT)
Duration: **2 Hours**

BMC AR System 22.x:
Fundamentals Administering -
Part 2
Duration: **3 Days**

BMC Certified Associate: AR
System 22.x for
Administrators Online Exam
Duration: **2 Hours**

BMC AR System 20.x: Developer

Recommended for: Developers, Administrators

Product versions: 20.x

WBT
Web-based Training

EXAM
Certification

ILT
Instructor-led Classroom/
Online Training

ASP
Assisted Self Paced

BMC AR System is a professional development environment that leverages the recommendations of the IT Infrastructure Library (ITIL) and provides a foundation for Business Service Management (BSM) solutions.
Using BMC AR System, nonprogrammers can build powerful business workflow applications and deploy them simultaneously in web, Microsoft Windows, UNIX, and Linux environments.
Note: For more information on a course, click the course box below.

BMC AR System 20.x:
Fundamentals Developing –
Part 1
Duration: **4 Days**

BMC AR System 20.x:
Fundamentals Developing –
Part 2
Duration: **2 Days**

BMC Certified Associate: AR
System 20.x for Developers:
Online Exam
Duration: **2 Hours**

BMC Helix – Smart IT 22.x: User

Recommended for: Users

Product versions: 22.x

Smart IT sets a new standard for the modern workplace with an intuitive, social, and mobile Service Desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles. The users will be equipped with the knowledge to easily work with tickets, knowledge articles, assets, and the main features of Smart IT.

Note: For more information on a course, click the course box below.

BMC Helix ITSM – Smart IT
22.x: Fundamentals Using –
Duration: **4 Hours**

Training Completed

BMC Helix – Smart IT 21.x: User

Recommended for: Users

Product versions: 21.x

Smart IT sets a new standard for the modern workplace with an intuitive, social, and mobile Service Desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles. The users will be equipped with the knowledge to easily work with tickets, knowledge articles, assets, and the main features of Smart IT.

Note: For more information on a course, click the course box below.

BMC Helix ITSM – Smart IT
21.x: Fundamentals Using –
Duration: **4 Hours**

Training
Completed

BMC Helix – Smart IT 20.x: User

Recommended for: Users

Product versions: 20.x

WBT
Web-based Training

CERT
Certification

ILT
Instructor-led
Classroom/Online

ASP
Assisted Self Paced

Smart IT sets a new standard for the modern workplace with an intuitive, social, and mobile Service Desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles. The users will be equipped with the knowledge to easily work with tickets, knowledge articles, assets, and the main features of Smart IT.

BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Problem Management
Duration: **4 Hours**

BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Asset Management
Duration: **3 Hours**

BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Incident Management
Duration: **5 Hours**

BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Change Management
Duration: **6 Hours**

Option 1

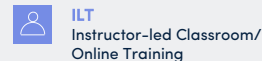BMC Helix ITSM – Smart IT 20.x: Fundamentals Using
Duration: **4 Hours**

Option 2

Note: This course provides a high-level overview on the concepts and processes associated with Problem, Asset, Change, and Incident Management. For more in-depth information on the concepts and processes see the courses listed in the Option 1 learning path.

BMC Helix – Smart IT 21.x: Administrator

Recommended for: Administrators

Product versions: 21.x

WBT
Web-based Training

EXAM
Certification

ILT
Instructor-led Classroom/
Online Training

ASP
Assisted Self Paced

Smart IT sets a new standard for the modern workplace with an intuitive, social, and mobile Service Desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles. The users will be equipped with the knowledge to easily work with tickets, knowledge articles, assets, and the main features of Smart IT.
Note: For more information on a course, click the course box below.

BMC Helix ITSM - Smart IT 21.x: Fundamentals Administering
Duration: **3 Days**

BMC Certified Associate: Helix ITSM – Smart IT 21.x for Administrators Online Exam
Duration: **2 Hours**

BMC Helix ITSM - Smart IT 21.x: Fundamentals Using (WBT)
Duration: **4 Hours**

BMC Helix ITSM - Smart IT 21.x: Fundamentals Developing Progressive Web Applications
Duration: **3 Days**

BMC Certified Associate: Helix ITSM – Smart IT 21.x for Administrators Online Exam
Duration: **2 Hours**

BMC Remedy Smart Reporting 20.x: User

WBT
Web-based Training

EXAM
Certification

ILT
Instructor-led Classroom/
Online Training

ASP
Assisted Self Paced

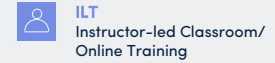**Recommended for:** Users

Product versions: 20.x

BMC Remedy Smart Reporting is an easy-to-use report writer for nontechnical users, delivering drag-and-drop simplicity for formatting and data selection. It is designed to reuse components, such as Source Connections and Views, as much as possible. This model creates a hierarchy of objects within BMC Remedy Smart Reporting.

Note: For more information on a course, click the course box below.

BMC Helix ITSM - Smart Reporting
20.x: Fundamentals Using
Duration: **2 Hours**

BMC Remedy Smart Reporting 20.x: Administrator

Recommended for: Administrators

Product versions: 20.x

BMC Remedy Smart Reporting is an easy-to-use report writer for nontechnical users, delivering drag-and-drop simplicity for formatting and data selection. It is designed to reuse components, such as Source Connections and Views, as much as possible. This model creates a hierarchy of objects within BMC Remedy Smart Reporting..

Note: For more information on a course, click the course box below.

BMC Helix ITSM - Smart
Reporting 20.x: Fundamentals
Using
Duration: **2 Hours**

BMC Helix ITSM - Smart Reporting
20.x: Fundamentals Administering
Duration: **2 Days**

BMC Certified Associate: Helix ITSM -
Smart Reporting 20.x for
Administrators: Online Exam
Duration: **2 Hours**

BMC Helix Dashboards 24.x: Administrator/Developer

Recommended for: Administrators
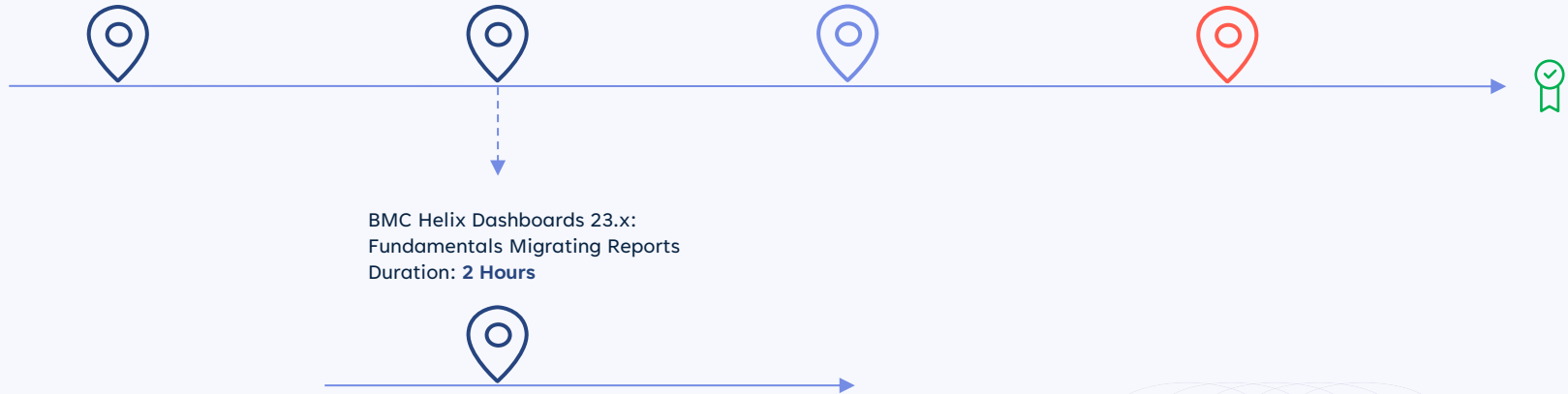
Product versions: 24.3

BMC Helix Dashboards is a service on the BMC Helix Portal that can be used to create interactive dashboards for your environment. It offers unified reporting and gives you a consolidated view of data from applications across your environment.

BMC Helix Dashboards 24.x: Fundamentals Designing for Service Management
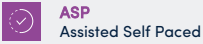Duration: **3 Days**

BMC Certified Associate: Helix Dashboards 24.x Designing for Service Management Online Exam
Duration: **2 Hours**

BMC Helix Dashboards 23.x: Administrator/Developer

Recommended for: Administrators

Product versions: 23.4

WBT Web-based Training

EXAM Certification

ILT Instructor-led Classroom/ Online Training

ASP Assisted Self Paced

BMC Helix Dashboards is a service on the BMC Helix Portal that can be used to create interactive dashboards for your environment. It offers unified reporting and gives you a consolidated view of data from applications across your environment.

BMC Helix Dashboards Overview
Duration: **1 Hour**

BMC Helix Dashboards 23.x: Fundamentals Using
Duration: **3 Hours**

BMC Helix Dashboards 23.x: Fundamentals Designing for Service Management
Duration: **3 Days**

BMC Certified Associate: Helix Dashboards 23.x Designing for Service Management Online Exam
Duration: **2 Hours**

BMC Helix Dashboards 23.x: Fundamentals Migrating Reports
Duration: **2 Hours**

BMC Helix Dashboards 21.x: Administrator/Developer

WBT Web-based Training

EXAM Certification

ILT Instructor-led Classroom/ Online Training

ASP Assisted Self Paced

Recommended for: Administrators

Product versions: 21.3

BMC Helix Dashboards is a service on the BMC Helix Portal that can be used to create interactive dashboards for your environment. It offers unified reporting and gives you a consolidated view of data from applications across your environment.

BMC Helix Dashboards
Overview
Duration: **1 Hour**

BMC Helix Dashboards 21.x:
Fundamentals Using
Duration: **2 Hours**

BMC Helix Dashboards 21.x:
Fundamentals Designing for
Service Management
Duration: **3 Days**

BMC Certified Associate: Helix
Dashboards 21.x Designing for
Service Management: Online Exam
Duration: **2 Hours**

BMC Helix ITSM Insights 23.x: User

Recommended for: Users

Product versions: 23.x

BMC Helix ITSM Insights is a module of BMC Helix that delivers value by providing AI Service Management capabilities to use in combination with your BMC Helix ITSM instances. BMC Helix ITSM Insights enables transition from traditional ITSM to intelligent, agile, and highly automated Service Management.

BMC Helix ITSM Insights 23.x:
Fundamentals Using
Duration: **1.5 Hours**

BMC Helix ITSM Insights 21.x: User

Recommended for: Users

Product versions: 21.x

BMC Helix ITSM Insights is a module of BMC Helix that delivers value by providing AI Service Management capabilities to use in combination with your BMC Helix ITSM instances. BMC Helix ITSM Insights enables transition from traditional ITSM to intelligent, agile, and highly automated Service Management.

BMC Helix ITSM Insights 21.x:
Fundamentals Using
Duration: **1 Hour**

BMC Helix Data Manager 21.x: Administrators

Recommended for: Administrators

Product versions: 21.x

BMC Helix Data Manager automatically discovers the structure of the applications so that you can migrate data quickly, easily, and intuitively. It includes pre-configured migration packs for the major ITSM releases. You can modify these packs to meet the needs of your application, project, and business.

BMC Helix Data Manager 21.x:
Fundamentals Migrating Data -
Part 1
Duration: **3 Hours**

BMC Helix Data Manager 21.x:
Fundamentals Migrating
Duration: **3 Days**

BMC Certified Associate: Helix Data
Manager 21.x for Administrators Online
Exam
Duration: **2 Hours**