BMC REMEDY IT SERVICE MANAGEMENT 8.1: WHAT'S NEW FOR ADMINISTRATORS

COURSE CODE
» SPPT-ITWA-0810

PRODUCT RELEASE
» BMC Remedy IT Service Management v8.1

DELIVERY METHOD 🌐
» Web Based Training (WBT)

COURSE DURATION 🕐
» 1 Hour

TARGET AUDIENCE 🌐
» ITSM application administrators

PREREQUISITES
» *BMC Remedy IT Service Management 8.0: Administering – Part 2*

Course Overview

The *BMC Remedy IT Service Management 8.1: What's New for Administrators* online course is designed for ITSM application administrators with previous BMC Remedy IT Service Management 8.0 education and experience. This self-paced course introduces participants to the new features in ITSM 8.1, using examples and quizzes to ensure that the experienced 8.0 users gain the knowledge necessary for 8.1 proficiency. In addition, some new features in BMC Atrium Core 8.1 and BMC Remedy AR System 8.1 are also covered in this course.

Course Objectives

» Describe the simplified installation procedure for BMC Remedy ITSM Suite 8.1
» Define and describe IPv6
» Identify the need for a move from IPv4 to IPv6
» Describe the extended scope of data loading in ITSM to include services and service relationships
» Identify the updates to the multitenancy model
» List the new ITSM calendar (Next-Generation calendar) configuration steps
» Describe the email-based approval for the ITSM applications
» Learn how to configure the AR System Email HTML template
» Identify the Standard Rules Editor and Precedence Set Editor user interfaces enhancements
» Describe the new simplified user interface for Atrium Single Sign-On v8.1
» Identify the updates around Atrium Integrator and Atrium Integration Engine
» Identify enhancements to overlays – Granular Overlays
» Identify updates to BMC Remedy Migrator and RTF

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COURSE ACTIVITIES

» Presentations
» Simulations
» Quizzes

ACCREDITATION 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	COURSE INTRODUCTION	2	BMC REMEDY ITSM SUITE 8.1 ENHANCEMENTS

	» ITSM 8.1 improvements:
	  – Next-Generation calendar
	  – Email-based approval
	  – ITSM usability improvements
	» Simpler configuration of Atrium SSO and Reconciliation Engine
	» Simplified Installers
	» Enhanced Overlays
			» Simplified installation
			» Simplified product choices in Remedy ARS Installer
			» IPv6 enablement
			» Multitenancy model updates
			» Email-based approval for ITSM applications
			» New ITSM Calendar configuration considerations

3	ATRIUM CORE 8.1 ENHANCEMENTS	4	BMC REMEDY ACTION REQUEST SYSTEM 8.1 ENHANCEMENTS
	» Standard Rules Editor and Precedence Set Editor user interfaces enhancements » New simplified user interface for Atrium Single Sign-On v8.1 » Atrium Core 8.1 Atrium Integrator » Atrium Integration Engine – End of Life		» Overlays enhancements (granular overlays) » BMC Remedy Mid Tier, BMC Remedy Migrator, and RTF updates

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