

# BMC Remedy AR System 20.x: Administrator



## About the Product:

BMC Remedy 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 Remedy AR System, nonprogrammers can build powerful business workflow applications and deploy them simultaneously in web, Microsoft Windows, UNIX, and Linux environments.

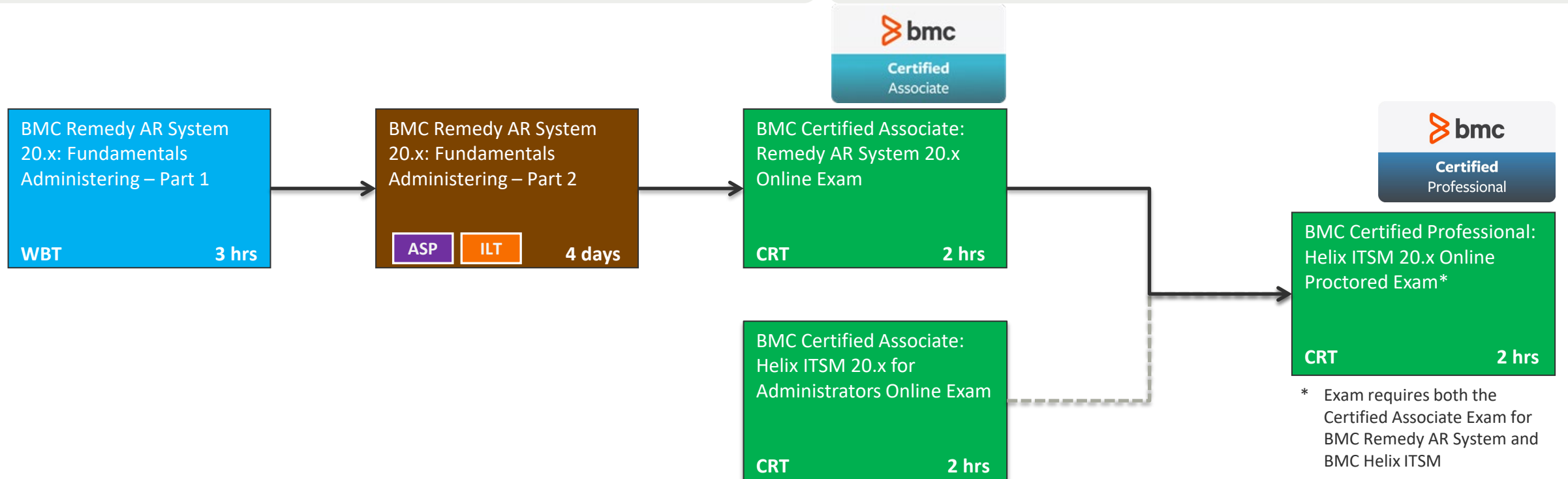
**Note:** For more information on a course, click the course box below.

## About the Training Target Group – Administrator Responsibilities:

- Installing BMC Remedy AR System software
- Defining their organization's work processes and business rules
- Determining how to allocate server and database resources
- Managing BMC Remedy AR System access control by assigning permissions for BMC Remedy AR System applications and their components
- Maintaining BMC Remedy AR System by adding and deleting users, groups, and roles; backing up BMC Remedy AR System servers; importing data from other systems.

**Recommended for:** Administrators, Developers

**Applicable Versions:** 18.x, 19.x, 20.x



\* Exam requires both the Certified Associate Exam for BMC Remedy AR System and BMC Helix ITSM

See *BMC Helix ITSM 20.x: Fundamentals Administering – Part 2* for more information about this exam

# BMC AR System 20.x: Developer



## About the Product:

BMC Remedy 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 Remedy AR System, nonprogrammers can build powerful business workflow applications and deploy them simultaneously in web, Microsoft Windows, UNIX, and Linux environments.

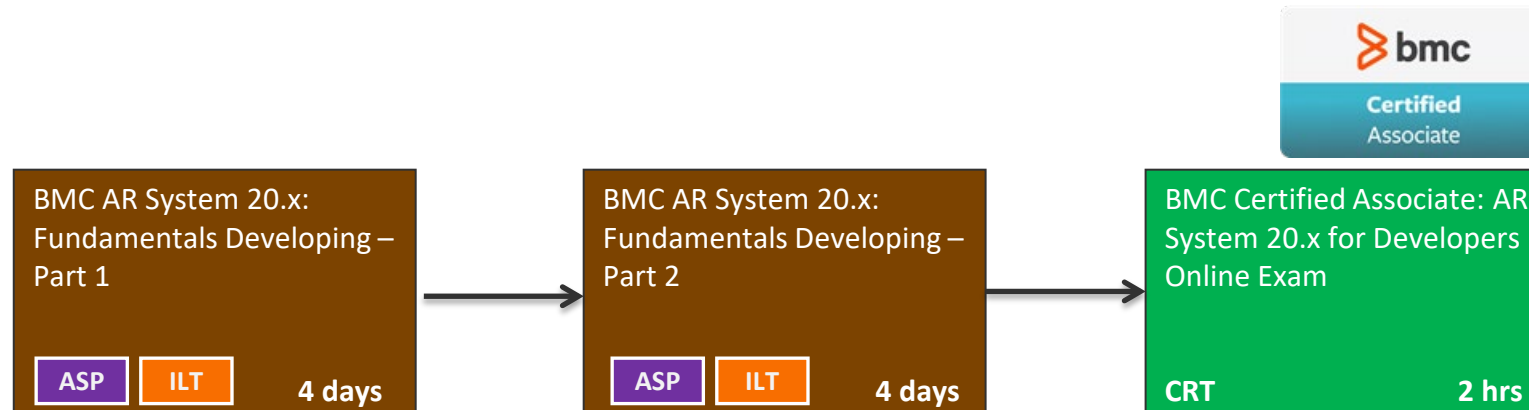
**Note:** For more information on a course, click the course box below.

## About the Training Target Group – Developer Responsibilities:

- Creating a BMC Remedy AR System application that reflects a set of work processes and business rules, or working with a consultant to create an application
- Localizing a BMC Remedy AR System application for use in other languages or countries
- Modifying a BMC Remedy AR System application to reflect changes in the organization's work processes

**Recommended for:** Developers, Administrators

**Applicable Versions:** 19.x, 20.x



# BMC Helix ITSM 20.x: Administrator



## About the Product:

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

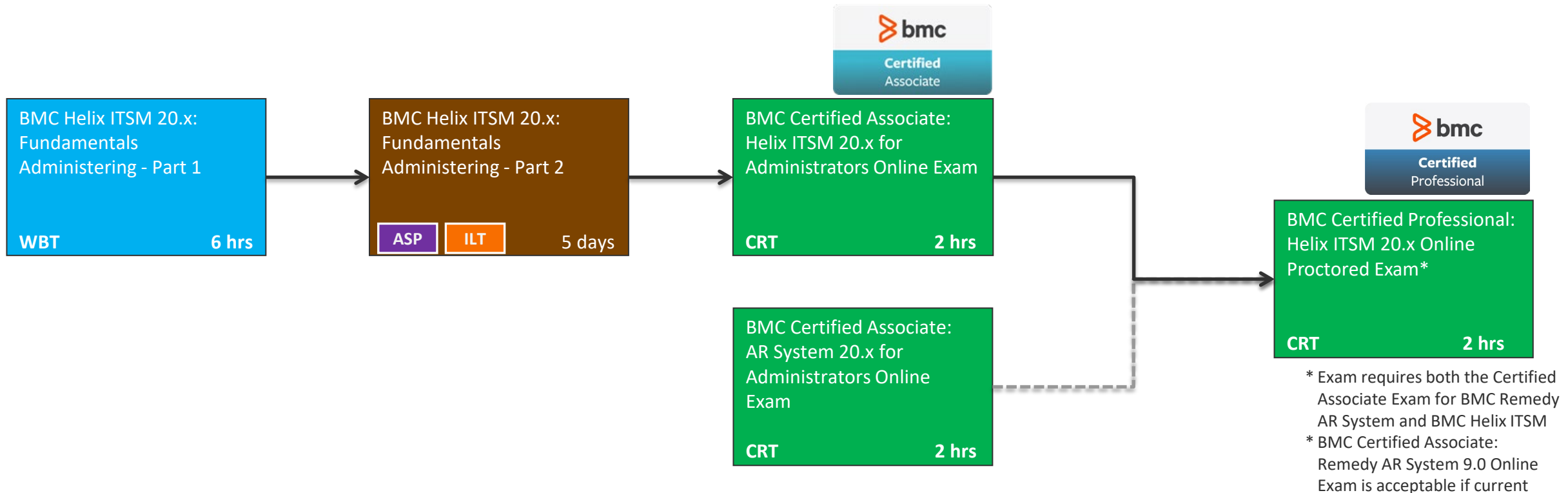
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## About the Training Target Group – Administrator Responsibilities:

- Describe ITSM foundation data and concepts
- Configure Service Desk, Change and Release Management and Asset Management
- Identify the resources needed to install BMC Remedy AR System and BMC Remedy Applications
- Prepare the learner to take courses on ITSM and CMDB

**Recommended for:** Administrators

**Applicable Versions:** 19.x, 20.x



# BMC Helix ITSM 20.x: User



### About the Product:

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.

### About the Training Target Group – User Responsibilities:

- Assess requests for change that originated from Incident Management, Problem Management, Release Management or Continuity Management
- Determine the risk & impact for requested changes and prepare implementation plans by creating tasks
- After an item is ordered has been delivered, verify the condition and inform purchasing
- Provide the interface between the service owner organization and its customers
- Resolve as many of their registered incident requests
- Validate incident request resolutions with their users

**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

**Applicable Versions:** 19.x, 20.x

BMC Helix ITSM – Problem Management 20.x: Fundamentals Using

WBT 4 hrs

BMC Helix ITSM – Asset Management 20.x: Fundamentals Using

WBT 7 hrs

BMC Helix ITSM – Change Management 20.x: Fundamentals Using

WBT 7 hrs

BMC Helix ITSM – Incident Management 20.x: Fundamentals Using

WBT 5 hrs

Select the appropriate course for your role

# BMC Helix – Smart IT 22.x: User



## About the Product:

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.

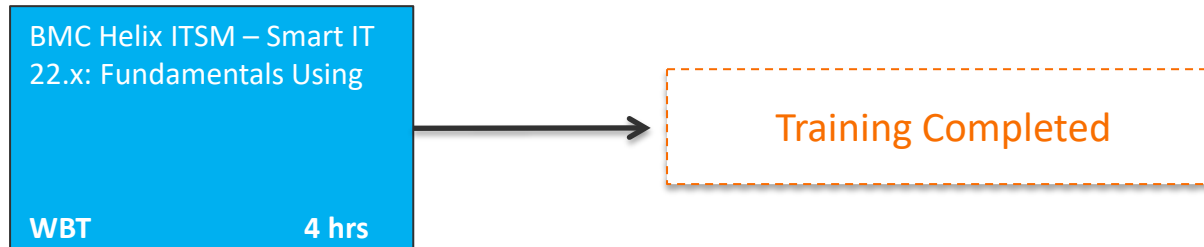
## About the Training Target Group – User Responsibilities:

Any Smart IT user who performs one or more of the following jobs in your organization:

- Service Desk Agent, 1st and 2nd Line Support Agent, or Field Support Agent
- Incident Manager, Incident Submitter, or Incident solution implementers
- Change Manager, Change Coordinator, or Change solution implementers
- Problem Manager, Problem Coordinator, Problem Submitter, or Problem solution implementers
- Knowledge articles creation, management, and administration
- Asset (CI) creation, updates and Asset inventory management

**Recommended for:** Users

**Applicable Versions:** 22.1



# BMC Helix – Smart IT 21.x: User



## About the Product:

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.

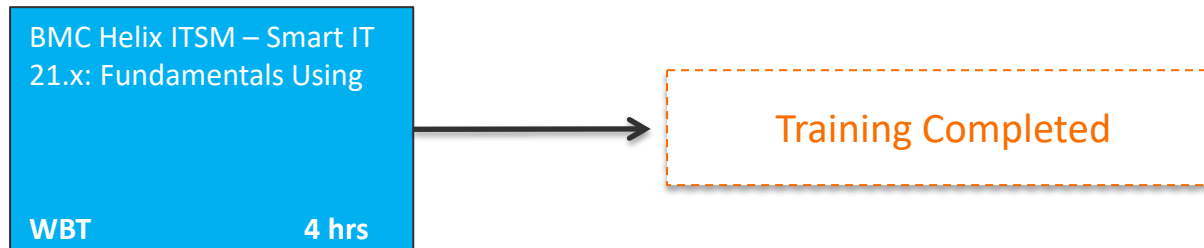
## About the Training Target Group – User Responsibilities:

Any Smart IT user who performs one or more of the following jobs in your organization:

- Service Desk Agent, 1st and 2nd Line Support Agent, or Field Support Agent
- Incident Manager, Incident Submitter, or Incident solution implementers
- Change Manager, Change Coordinator, or Change solution implementers
- Problem Manager, Problem Coordinator, Problem Submitter, or Problem solution implementers
- Knowledge articles creation, management, and administration
- Asset (CI) creation, updates and Asset inventory management

**Recommended for:** Users

**Applicable Versions:** 21.3



# BMC Helix – Smart IT 20.x: User



## About the Product:

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.

## About the Training Target Group – User Responsibilities:

Any Smart IT user who performs one or more of the following jobs in your organization:

- Service Desk Agent, 1st and 2nd Line Support Agent, or Field Support Agent
- Incident Manager, Incident Submitter, or Incident solution implementers
- Change Manager, Change Coordinator, or Change solution implementers
- Problem Manager, Problem Coordinator, Problem Submitter, or Problem solution implementers
- Knowledge articles creation, management, and administration
- Asset (CI) creation, updates and Asset inventory management

**Recommended for:** Users

**Applicable Versions:** 19.x, 20.x

## Option 1

BMC Helix ITSM – Smart IT 20.x: Fundamentals Using Problem Management WBT 4 hrs	BMC Helix ITSM – Smart IT 20.x: Fundamentals Using Asset Management WBT 3 hrs
BMC Helix ITSM – Smart IT 20.x: Fundamentals Using Change Management WBT 6 hrs	BMC Helix ITSM – Smart IT 20.x: Fundamentals Using Incident Management WBT 5 hrs

## Option 2

BMC Helix ITSM – Smart IT 20.x: Fundamentals Using WBT 3.5 hrs
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**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 20.x: Administrator



## About the Product:

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.

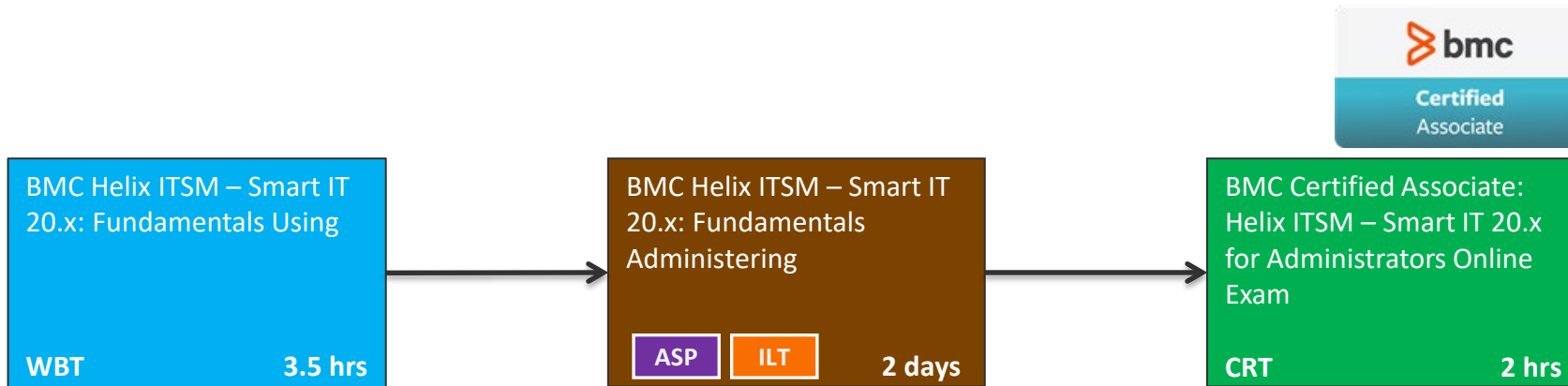
**Note:** For more information on a course, click the course box below.

## About the Training Target Group – Administrator Responsibilities:

- Configure Smart IT or performs other application related administrative functions
- Manage Screen Configuration and Knowledge Template Styles of Smart IT

**Recommended for:** Administrators

**Applicable Versions:** 19.x, 20.x





# BMC Remedy Smart Reporting 20.x: User



## About the Product:

BMC Remedy Smart Reporting is an easy-to-use report writer for non-technical 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.

## About the Training Target Group – User Responsibilities:

- Service Desk Agent, 1st and 2nd Line Support Agent, or Field Support Agent
- Problem Manager, Problem Coordinator, Problem Submitter, or Problem solution implementers
- Knowledge articles creation, management, and administration
- Asset (CI) creation, updates and Asset inventory management

**Recommended for:** Users

**Applicable Versions:** 19.x, 20.x



# BMC Remedy Smart Reporting 20.x: Administrator



## About the Product:

BMC Remedy Smart Reporting is an easy-to-use report writer for non-technical 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.

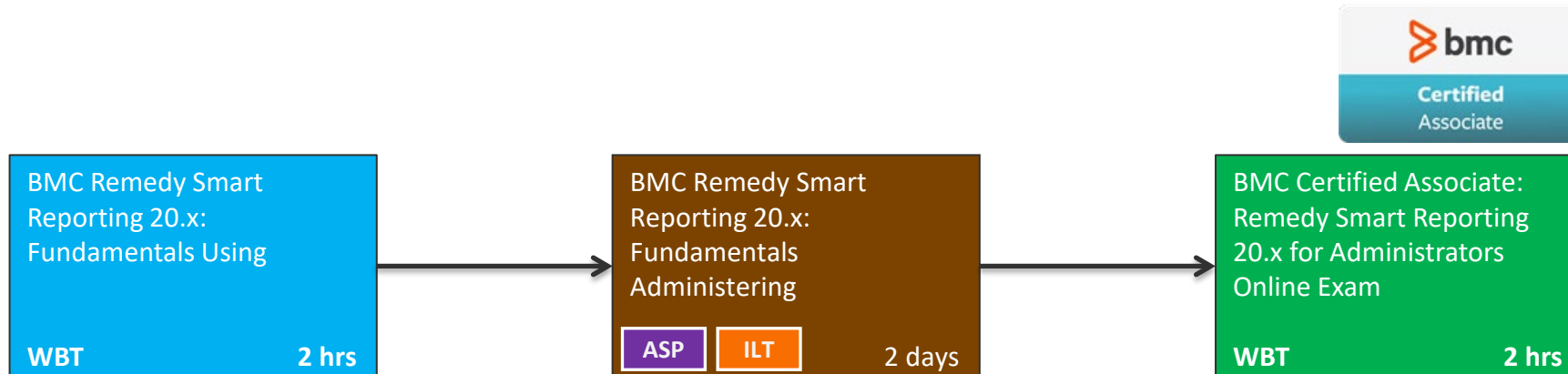
**Note:** For more information on a course, click the course box below.

## About the Training Target Group – Administrator Responsibilities:

- Access Knowledge-Centered Support (KCS) reports, Release Management reports, and KPI reports
- Navigate console elements including the dashboards, Browse page, My Content panel, Left-side navigation pane, and User Profile area
- Create a custom report
- Save, export, format, share, and edit reports
- Create and work with storyboards
- Create and manage Dashboard tabs

**Recommended for:** Administrators

**Applicable Versions:** 19.x, 20.x



# BMC Remedy Smart Reporting 20.x: Administrator



## About the Product:

BMC Remedy Smart Reporting is an easy-to-use report writer for non-technical 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.

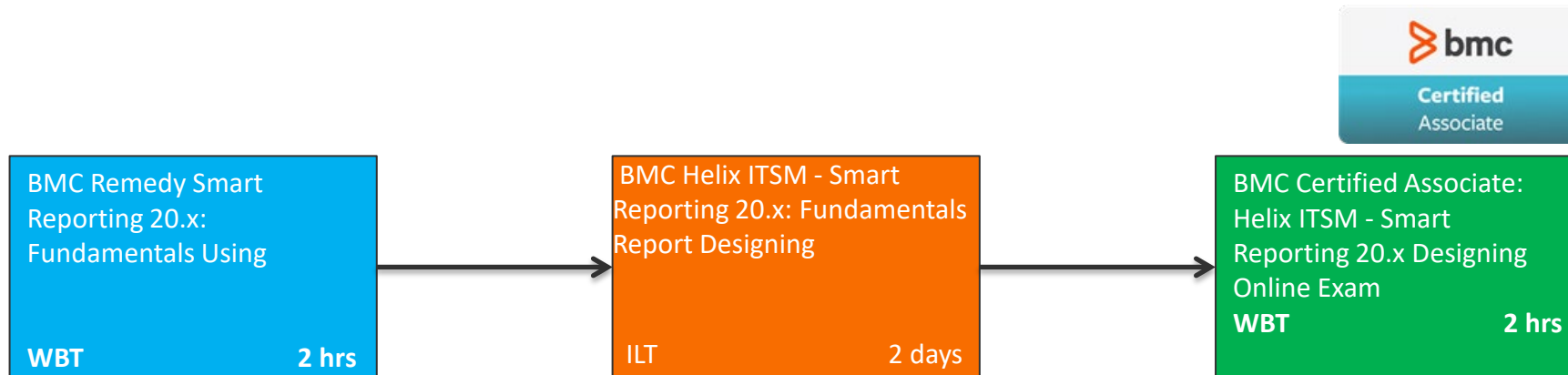
**Note:** For more information on a course, click the course box below.

## About the Training Target Group – Administrator Responsibilities:

- Understand custom report creation in Smart Reporting
- Explore Freehand SQL and Advanced Authoring functionalities
- Create a moderate complexity level custom report
- Create a report using Freehand SQL
- Use Advanced Authoring for report creation
- Create a report with Sub Query

**Recommended for:** Administrators, Developers

**Applicable Versions:** 19.x, 20.x



# BMC Helix Dashboards 21.x: Administrator



## About the Product:

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.

## About the Training Target Group – Administrator Responsibilities:

- Manage the permissions for dashboards and folders
- Schedule reports
- Design dashboards based on SQL and/or Form type
- Design advanced dashboards containing multiple panels

**Recommended for:** Administrators

**Applicable Versions:** 21.3

