



BMC REMEDY IT SERVICE MANAGEMENT 7.5: ADMINISTERING, PART 1

COURSE CODE

- » RSMG-ISM1-0750

PRODUCT RELEASE

- » BMC Remedy ITSM Suite 7.5.x

DELIVERY METHOD

- » Web-based

COURSE DURATION

- » 4 hours

TARGET AUDIENCE

- » BMC Remedy ITSM Suite
Application Administrators

PREREQUISITES

- » BMC Remedy Service Desk 7.x:
Using Incident Management
- » BMC Remedy Service Desk 7.x:
Using Problem Management
- » BMC Remedy Asset Management
7.5: Using
- » BMC Remedy Change
Management 7.5: Using
- » BMC Remedy AR System 7.x:
Administering - Part 1 (WBT)

COURSE OVERVIEW

This online course provides ITSM application administrators, developers and consultants with an introduction to ITSM 7.5.x application administration, and introduces the architecture and common configuration elements of the BMC Remedy ITSM 7.5.x applications. It provides BMC Remedy IT Service Management 7.5.x 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 ITSM 7.x application administration courses.

COURSE OBJECTIVES

Upon completion of the course, you will be able to:

- » Explain the architecture of ITSM applications and list supported platforms
- » Describe the relationship of the BMC Atrium CMDB to ITSM applications
- » Access and use the ITSM Application Administration console
- » Describe ITSM foundation data and various pertinent data-related concepts
- » Describe ITSM data management considerations and best practices
- » 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
- » Describe permission groups and roles for ITSM application users and administrators
- » Configure and administer people records
- » Create and use people templates
- » Assign and manage ITSM licenses
- » Describe the product catalog and its relationship to the DSL
- » 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
- » Configure Change Management and Release Management task templates
- » Describe the approval process and the role of administrators in configuring approvals
- » Describe the purpose of global approvals for Asset and Change Management
- » Describe the Quick Start process for Change Management approvals
- » Describe the various state changes for Change Management approvals
- » Describe the purpose and function of the Data Load Console and the Data Wizard Console




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COURSE ACTIVITIES

- » Engaging content
- » Lesson-level quizzes
- » Product demonstrations and hands-on activities
- » Case study

DISCOUNT OPTIONS

- » Take advantage of a significant discount off packaged curriculum for individual participants by purchasing a Learning Bundle
- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » Contact us for additional information 

COURSE MODULES

1	COURSE OVERVIEW	1	ITSM ADMINISTRATION OVERVIEW
2	DEFINING COMPANIES AND LOCATIONS	3	DEFINING PEOPLE
4	CATALOG SETUP	5	OPTIONAL SETUP TASKS

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