

# BMC Remedy ITSM Training

*COURSE CONTENT*

## GET IN TOUCH



Multisoft Systems  
B - 125, Sector - 2, Noida



(+91) 9810-306-956



[info@multisoftsystems.com](mailto:info@multisoftsystems.com)



[www.multisoftsystems.com](http://www.multisoftsystems.com)

## About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

## About Course

BMC Remedy ITSM (IT Service Management) is a comprehensive solution designed to streamline and automate IT service processes, enhancing operational efficiency and service delivery. Multisoft Systems offers an in-depth BMC Remedy ITSM Training program, tailored to equip professionals with the knowledge and skills required to effectively manage IT services using the BMC Remedy platform.

## Module 1: Introduction to BMC AR systems

- ✓ Remedy AR System Overview
- ✓ BMC Remedy Architecture
- ✓ Introduction to ITIL
- ✓ Overview of BMC Remedy Out of the Box Applications (Incident Management, Problem Management and Change Management)
- ✓ Understanding BMC Remedy Out of the Box Applications
- ✓ Packing Lists
- ✓ Object definition files
- ✓ Application data export
- ✓ Installing the AR System procedure and sequence
- ✓ What are new in BMC Remedy 91 (New features)
- ✓ Compatibility – Supported Vs Not supported
- ✓ How BMC Remedy 91 is different from BMC Remedy 76 and 8x

## Module 2: BMC Remedy Developer Studio

- ✓ Introduction to BMC Remedy Developer Studio
- ✓ Introduction to Remedy Forms
- ✓ Database architecture
- ✓ Designing and creating forms
- ✓ Working with different fields
- ✓ Working with table fields

## Module 3: Advanced Forms

- ✓ Introduction to other advanced forms (Display only, Join forms)
- ✓ Introduction to workflow (Active links, Filters and Escalations)
- ✓ Workflow actions as (Service)Functions
- ✓ Introduction to Guides
- ✓ Approving requests, Email Engine

- ✓ Use of Rule-Based Email
- ✓ ARDBC and AREA LDAP plugins and Web-services

## **Module 4: Using BMC Remedy Developer Studio**

- ✓ Developer Studio preferences
- ✓ Create objects
- ✓ Search for objects
- ✓ Outline feature
- ✓ Switch perspectives
- ✓ Change modes
- ✓ Custom and origin objects
- ✓ Overlay options

## **Module 5: Understand Access Control**

- ✓ Create Users
- ✓ Create Groups
- ✓ Create Roles
- ✓ Grant permission to forms, fields, and active links
- ✓ Set default permission in Developer Studio
- ✓ Set dynamic permission for parent groups

## **Module 6: BMC ITSM Application Overview**

- ✓ BMC Remedy ITSM application purpose
- ✓ BMC Remedy ITSM architecture
- ✓ Foundation data
- ✓ Companies, Organization and Locations
- ✓ Support Groups and People
- ✓ Data Management overview
- ✓ Data Management Job Console
- ✓ Onboarding Wizard utility

- ✓ Data Wizard utility
- ✓ Data Management Tool
- ✓ Categorizations
- ✓ Assignments
- ✓ Access Control and Permissions
- ✓ Application User's Perspective
- ✓ Application Administrator's Perspective
- ✓ Online Documentation Portal
- ✓ Configuring the Requester Console
- ✓ Guest User
- ✓ Permission Groups

## **Module 7: Chats and Notifications**

- ✓ Social Collaboration
- ✓ BMC Chat
- ✓ Twitter
- ✓ RSS Feeds
- ✓ Notifications
- ✓ Individual Notifications
- ✓ Group Notifications
- ✓ Inbound email
- ✓ Define Form Behavior
- ✓ Form Views
- ✓ Behavior Rules
- ✓ BMC Atrium Service Context

## **Module 8: Incident and Change Management**

- ✓ Incident Management Aids
- ✓ Incident Templates
- ✓ Incident Scripts

- ✓ Incident Decision Trees

## **Module 9: Change and Release Templates**

- ✓ Change Templates
- ✓ Release Templates
- ✓ Activities

## **Module 10: Task Management System**

- ✓ Overview to TMS
- ✓ TMS Configuration

## **Module 11: Change and Release Management Approval**

- ✓ Approval Process
- ✓ Approval Mapping

## **Module 12: Change Risk and Advanced Change Options**

- ✓ Determine Risk
- ✓ Change Lifecycle
- ✓ Change Calendar
- ✓ Custom Change Process Flows

## **Module 13: Asset Management Licensing and Approvals**

- ✓ Software Licenses and Contracts
- ✓ Approvals and Notifications

## **Module 14: Asset Management CIS and Financials**

- ✓ CI Functionality
- ✓ Financials

## Module 15: Overlays

- ✓ Purpose
- ✓ Considerations
- ✓ Preserving ITSM Customization

## Module 16: Hub and Spoke

- ✓ Purpose
- ✓ Consideration

## Module 17: ITSM Process Designer, Installation, and Customizations

- ✓ Process Designer overview
- ✓ Configuring tasks, requests, and notifications
- ✓ Configuring ARID plug-in and the runtime settings
- ✓ Maintaining process templates for BMC Remedy On-premise environments
- ✓ Installation Overview
- ✓ Relationship of ITMS Forms to AR System Forms
- ✓ Permission Groups and Functional Roles
- ✓ Available Web Services
- ✓ BMC Remedy ITSM 90 Enhancements
- ✓ Archiving concepts
- ✓ Managing archiving policies
- ✓ BMC Remedy Smart Reporting Console
- ✓ Smart Reporting social capabilities

## Module 18: Catalog Setup and Application Configuration Tasks

- ✓ Product catalog setup

- ✓ Operational catalog setup
- ✓ Generic catalog and assignments
- ✓ BMC Remedy Approval Server
- ✓ Task Management System
- ✓ Email Rule Engine
- ✓ Email-based approvals