



## COURSE ABSTRACT

### CURRICULUM CODE

» SPPT-ENT-SUBS-ITSM-GEN2

### DELIVERY METHOD

- » Web-based Training (WBT)
- » Self-Paced Training (SPT)
- » Videos
- » Certifications
- » Skills Assessments

### VIRTUAL LAB ACCESS

This subscription contains Self-Paced Training (SPT) courses which have an optional eBook and Virtual Lab component.

With an Enterprise Education Subscription, an organization has access to a limited number of hands-on lab days annually. These lab days are shared between all employees of the organization.

If the organization has exceeded available lab days and an employee requests an Education Lab Voucher (ELV) to receive eBooks and Virtual Labs for an SPT course, the employee will receive an email communicating that the eBook and lab have not been ordered. However, the SPT course includes a recorded demonstration of the same lab exercises and can still be completed.

Additional hands-on lab days may be purchased in the event your organization has exceeded the allotted lab days for an Enterprise Education Subscription. Contact the Training Coordinator for BMC Training in your organization or [education@bmc.com](mailto:education@bmc.com) for assistance

## Subscription Overview

BMC Helix ITSM is a powerful service management platform that improves IT service delivery. The intuitive user experience is built around roles, not modules, to help you be more productive with less effort. Modern, mobile interfaces, built-in templates and guides, and instant, actionable insights help you work smarter and faster. Using examples, demonstrations, and scenarios, the content of the online education subscription provides an overview of BMC Helix ITSM as well as detailing the use and administration of the solution.

**IMPORTANT:** Self-Paced Training (SPT) courses contained in this subscription is comprised of a course instructor video that includes a demonstration of recorded lab exercises.

**Note:** This content is part of an annual subscription and is regularly updated and changed, without notice, based on product updates, improvements, and additions. During the duration of the subscription, users will have access to the latest content without incurring additional fees or being subject to additional registrations.

## Target Audience

- » Administrators, Consultants, and Users

## Learner Objectives

### UNLIMITED OFFERINGS

- » Understand the Access Control Model
- » Review Full Text Search capabilities
- » Explain configuring and monitoring options
- » Explain CMDB Consumers' requirements to Configuration Managers
- » Understand how IT Service Management (ITSM) consumes CMDB data
- » Describe the Common Data Model
- » Describe best practices for importing, normalizing, and reconciling data
- » Describe ITSM application usage processes and roles
- » Explain how to work with BMC Helix ITSM consoles

### LIMITED OFFERINGS FOR DESIGNATED ADMINISTRATORS

- » Create and configure companies, organizations, support groups, people records and locations
- » Introduce BMC Remedy Smart Reporting and list its associated roles
- » Create and work with reports, storyboards, and dashboard tabs
- » Deploy and install BMC Remedy Smart Reporting
- » Explain function, features, benefits, vital knowledge management concepts like architecture, key components, knowledge base and KCS framework
- » Understand the Digital Workplace Basic and Advanced features
- » Explain how to raise a service request for themselves and a request on behalf of someone else, view notifications, approve/reject a request
- » Understand the concept of dashboards, functional areas of the BMC Helix Dashboards and design various dashboards
- » Creation of Records, Views, Processes, and Rules Definitions for an application
- » Explain how to work with BMC Helix ITSM consoles

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# BMC Helix IT Service Management: Education Enterprise Product Subscription

## COURSE ABSTRACT

### SUBSCRIPTION ACTIVITIES

- » Demonstrations
- » Scenarios

### CERTIFICATION PATHS

- » This subscription is part of the BMC Helix ITSM Certification Path

### REFERENCE LINKS

Explore the following links to learn more about the BMC Helix ITSM learning path and subscription options.

- » [BMC Remedy AR System Learning Path](#)
- » [BMC Helix CMDB Learning Path](#)
- » [BMC Helix ITSM Learning Path](#)

### SKILL ASSESSMENTS

Want to check your skills before registering for a course? Register for the following skill assessment tests before registering for any course. Skill assessments are meant to test your product knowledge and provide an overview of existing and missing skills to aid in selecting the appropriate training.

- » [BMC Helix ITSM 20.x: Skills Assessment](#)
- » [BMC Helix ITSM - Smart IT 20.x: Administering Skills Assessment](#)
- » [BMC Helix CMDB 20.x: Fundamentals Administering Skills Assessment](#)
- » [BMC AR System 20.x: Administering Skills Assessment](#)
- » [BMC AR System 20.x: Developing Skills Assessment](#)

**Note:** The skill assessment is not an exam, you shouldn't prepare and not retake the assessment to avoid receiving incorrect course recommendations.

Please contact [education@bmc.com](mailto:education@bmc.com), to arrange skills assessments for a group of employees and BMC to recommend specific training for this group.

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# BMC Helix IT Service Management: Education Enterprise Product Subscription

## COURSE ABSTRACT

### Unlimited Offerings

Course Name	Duration	SPT	WBT	CERT
<b>AR System</b>				
BMC AR System 20.x: Fundamentals Administering - Part 1	2 hours		✓	
BMC AR System 21.x: Enhancements for Administering	30 minutes		✓	
BMC AR System 23.x: Fundamentals Administering - Part 1	2 hours		✓	
<b>BMC Helix ITSM - Smart IT</b>				
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Change Management	6 hours		✓	
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Asset Management	3 hours		✓	
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Problem Management	4 hours		✓	
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Incident Management	5 hours		✓	
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using Release Management	1 hour		✓	
BMC Helix ITSM - Smart IT 20.x: Fundamentals of Knowledge Management	1 hour		✓	
BMC Helix ITSM - Smart IT 20.x: Fundamentals Using	4 hours		✓	
BMC Helix ITSM - Smart IT 21.x: Fundamentals Using	4 hours		✓	
BMC Helix ITSM - Smart IT 22.x: Fundamentals Using	4 hours		✓	
<b>BMC Helix ITSM</b>				
BMC Helix ITSM 19.x: Fundamentals Administering - Part 1	6 hours		✓	
BMC Helix ITSM 20.x: Fundamentals Administering - Part 1	6 hours		✓	
BMC Helix ITSM 22.x: Fundamentals Administering - Part 1	4 hours		✓	
BMC Helix ITSM - Incident Management 20.x: Fundamentals Using	5 hours		✓	
BMC Helix ITSM - Change Management 20.x: Fundamentals Using	7 hours		✓	
BMC Helix ITSM - Problem Management 20.x: Fundamentals Using	4 hours		✓	
BMC Helix ITSM - Asset Management 20.x: Fundamentals Using	7 hours		✓	
BMC Helix ITSM - Knowledge Management 19.x: Fundamentals Using	2 hours		✓	
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Using	2 hours		✓	
BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Using	2 hours		✓	
BMC Helix Dashboards: Overview	1 hour		✓	
BMC Helix Dashboards 21.x: Fundamentals Using	2 hours		✓	
BMC Helix Dashboards 23.x: Fundamentals Migrating Reports	2 hours		✓	
BMC Helix Dashboards 23.x: Fundamentals Using	3 hours		✓	
BMC Helix Platform 20.x: Fundamentals Developing - Part 1	3 hours		✓	
BMC Helix Innovation Studio 22.x: Fundamentals Developing	2 hours		✓	

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## BMC Helix IT Service Management: Education Enterprise Product Subscription

### COURSE ABSTRACT

BMC Helix ITSM Insights 21.x: Fundamentals Using (WBT)	1 hour		✓	
BMC Helix ITSM Insights 23.x: Fundamentals Using (WBT)	1.5 hours		✓	
BMC Helix ITSM 23.x: Fundamentals Using (WBT)	3 hours		✓	

### Unlimited Offerings (cont.)

<b>BMC Helix Digital Workplace</b>				
BMC Helix Digital Workplace 21.x: Fundamentals Using	3 hours		✓	
BMC Helix Digital Workplace 22.x: Fundamentals Using	3 hours		✓	
<b>Helix CMDB</b>				
BMC Helix CMDB 19.x: Fundamentals Administering - Part 1	4 hours		✓	
BMC Helix CMDB 20.x: Fundamentals Administering - Part 1	3 hours		✓	
BMC Helix CMDB 22.x: Fundamentals Administering - Part 1	3 hours		✓	
<b>HelixGPT</b>				
BMC HelixGPT 23.x: Fundamentals Concepts	2 hours		✓	

### Limited Offerings for Designated Administrators

Course Name	Duration	SPT	WBT	CERT
<b>AR System</b>				
BMC AR System 20.x: Fundamentals Developing - Part 1	4 days	✓		
BMC Certified Associate: AR System 20.x for Administrators Online Exam	2 hours			✓
BMC AR System 20.x: Fundamentals Developing - Part 1	3 days	✓		
BMC AR System 20.x: Fundamentals Developing - Part 2	2 days	✓		
BMC Certified Associate: AR System 20.x for Developers Online Exam	2 hours			✓
BMC AR System 22.x: Fundamentals Administering - Part 2	3 days	✓		
<b>Helix ITSM</b>				
BMC Helix ITSM 19.x: Fundamentals Administering - Part 2	5 days	✓		
BMC Certified Associate: Helix ITSM 19.x Online Exam	2 hours			✓
BMC Helix ITSM 20.x: Fundamentals Administering - Part 2	5 days	✓		
BMC Certified Associate: Helix ITSM 20.x for Administrators Online Exam	2 hours			✓
BMC Service Request Management 20.x: Fundamentals Administering	3 days	✓		
BMC Helix Platform 20.x: Fundamentals Developing - Part 2	3 days	✓		
BMC Certified Associate: Helix Platform 20.x Developing Online Exam	2 hours			✓
BMC Helix Dashboards 21.x: Fundamentals Designing for Service Management	3 days	✓		

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BMC Certified Associate: Helix Dashboards 21.x Designing for Service Management Online Exam	2 hours			✓
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Administering	2 days	✓		
BMC Certified Associate: Helix ITSM - Smart Reporting 19.x Online Exam	2 hours			✓
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Report Designing	2 days	✓		
BMC Certified Associate: Helix ITSM - Smart Reporting 19.x Designing Online Exam	2 hours			✓
BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Administering	2 days	✓		
BMC Certified Associate: Helix ITSM - Smart Reporting 20.x for Administrators Online Exam	2 hours			✓
BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Report Designing	2 days	✓		
BMC Helix Innovation Studio 22.x: Fundamentals Developing Codeless Application	3 days	✓		
BMC Certified Associate: Helix Innovation Studio 22.x for Developers Online Exam	2 hours			✓
BMC Certified Associate: Helix ITSM - Smart Reporting 20.x Designing Online Exam	2 hours			✓
BMC Helix ITSM 22.x: Fundamentals Administering Applications	3 days	✓		
BMC Helix ITSM 22.x: Fundamentals Administering Data	2 days	✓		
BMC Helix ITSM Insights 23.x: Fundamentals Using (WBT)	1.5 hours		✓	
BMC Helix ITSM 23.x: Fundamentals Using (WBT)	3 hours		✓	
<b>Helix ITSM - Smart IT</b>				
BMC Helix ITSM - Smart IT 20.x: Fundamentals Administering	2 days	✓		
BMC Certified Associate: Helix ITSM - Smart IT 20.x Online Exam	2 hours			✓
BMC Helix ITSM - Smart IT 21.x: Fundamentals Developing Progressive Web Applications	3 days	✓		
BMC Helix ITSM - Smart IT 21.x: Fundamentals Administering	3 days	✓		
<b>Helix CMDB</b>				
BMC Helix CMDB 19.x: Fundamentals Administering - Part 2	5 days	✓		
BMC Certified Associate: Helix CMDB 19.x Online Exam	2 hours			✓
BMC Helix CMDB 20.x: Fundamentals Administering - Part 2	5 days	✓		
BMC Certified Associate: Helix CMDB 20.x for Administrators Online Exam	2 hours			✓
BMC Helix CMDB 20.x: Advanced Using REST API and Pentaho Spoon	3 days	✓		
BMC Helix CMDB 20.x: Advanced Extending CDM and Asset Attributes	2 days	✓		
BMC Helix CMDB 22.x: Fundamentals Administering - Part 2	5 days	✓		
<b>Helix Data Manager</b>				
BMC Helix Data Manager 21.x: Fundamentals Migrating	3 days	✓		
<b>HelixGPT</b>				
BMC Certified Associate: HelixGPT 23.x for Users Online Exam	2 hours			✓

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