



COURSE ABSTRACT

CURRICULUM CODE

» SPPT-ESS-SUBS-BHXM

DELIVERY METHOD

- » Subscription-based
 - Web-based Training (WBT)
 - Instructor-led Training (ILT)

Subscription Overview

BMC Helix is a portfolio of SaaS offerings delivering cognitive service management (CSM) that is fast, accurate, and cost-effective, across multi-cloud, multi-device, and multi-channel environments.

In this series of recordings, you will be introduced to a variety of topics and content that explains and discusses the different aspects of the migration process.

Using examples, demonstrations, and scenarios, the content of the online education subscription provides an overview of BMC Helix IT Service Management Migration and details the various use cases for environment migrations.

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

Learner Objectives

- » BMC Helix Migration Process Overview
- » List the Support Migration paths
- » Discuss the tools required in the Migration process
- » Describe the stages of Migration
- » Explain the purpose of license compliance assessment
- » Describe the documents required for Migration planning
- » Explain BMC Helix Data Manager features and functionalities
- » Perform BMC Helix ITSM Data Migration using Helix Data Manager
- » Describe the Providing and Activation tasks
- » Explain the HDM configuration for Initial Data Migration
- » Perform the License assessment and conversion
- » Perform Unit testing and fixes
- » Explain the HDM configuration for Delta Data Migration (EC1)
- » Run the license conversion for Delta Data
- » Perform UAT and obtain Sign-off
- » Apply Freeze restrictions
- » Perform pre-final data migration and validation
- » Perform a final Emulated Cutover 2
- » Explain the steps for the final delta data migration
- » Perform Go-Live activities

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BMC Helix IT Service Management Migration: Essential Subscription

COURSE ABSTRACT

SUBSCRIPTION ACTIVITIES

- » Demonstration
- » Scenarios
- » Hands-on labs

CERTIFICATION PATH


- » This subscription is not part of a BMC Certification Path

REFERENCE LINKS

Explore the following links to learn more about IT Service Management Migration subscription options.

- » [Subscription Home Page](#)

DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » [Contact us for additional information](#) 

Pre-requisites

Course Name		Duration	ASP	ILT	WBT	CERT
BMC Helix Data Manager 21.x: Fundamentals Migrating	This course combines classroom instruction with laboratory exercises to guide students through the basic concepts and the end-to-end data migration process of ITSM 20.02 to 21.05 (On-Premises). In addition, the course covers an overview of the migration process for BMC Helix ITSM: Smart IT and Smart Reporting. It also covers analyzing and addressing common issues that may occur during migration or post-migration.	3 days		✓		

Section 1 Offerings: On-Premises to BMC Helix SaaS Migration

Course Name		Duration	ASP	ILT	WBT	CERT
BMC Helix IT Service Management: BMC Helix Migration Overview (WBT)	This course provides an overview of the on-premises to BMC Helix SaaS migration. The course will cover all the stages briefly, along with the key entities responsible for the activities carried out at those stages.	30 mins			✓	
BMC Helix IT Service Management: Planning the Migration (WBT)	This course describes the key activities carried out in the migration planning stage, i.e., running license compliance assessments and preparing	30 mins			✓	

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BMC Helix IT Service Management Migration: Essential Subscription

COURSE ABSTRACT

Course Name		Duration	ASP	ILT	WBT	CERT
	migration planning documentation.					
BMC Helix IT Service Management: Activation Tasks (WBT)	This course explains the provision and implementation plan and activation stages of on-premises to BMC Helix SaaS migration in detail.	1 hour			✓	
BMC Helix IT Service Management: Customizations Migration and Development Tasks (WBT)	This course describes the key activities carried out in the development stage of migration such as migrating customizations and overlays, reconciling customizations, configuring integrations, and custom development changes. It also covers the details of creating deployment packages with all customizations, integrations, and fixes.	30 mins			✓	
BMC Helix IT Service Management: Initial Data Migration, Unit Testing and Delta Data Migration - EC1 (WBT)	This course explains the key activities carried out during initial data migration, unit testing, and delta data migration stages of migration. It provides the configuration details for HDM to carry out initial and delta data migration. Additionally, the Unit testing process is described.	1 hour			✓	
BMC Helix IT Service Management: UAT, Resolving Issues and Packaging Fixes (WBT)	This course describes the major activities carried out in the UAT stage of migration. The steps to perform UAT have been described in detail, and the UAT Sign-off process is explained too.	30 mins			✓	
BMC Helix IT Service Management: Pre-final Data Migration, Delta Data Migration - EC2 and Go-Live (WBT)	This course explains the key activities carried out during the prefinal data migration, final emulated cutover 2, final go-live delta data migration, and go-live stages. It presents the steps required for Pre-final data migration and clarifies the concept of Emulated Cutover 2. Lastly, the series of steps are described for a successful Go-live.	1 hour			✓	
BMC Certified Associate: Helix IT Service Management Migration Online Exam	The BMC Certified Associate: Helix IT Service Management Migration Online Exam will validate the technical competencies needed to successfully migrate environments from on-premises ITSM to BMC Helix SaaS instances.	2 hours				✓

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