



BMC Helix ITSM Insights 21.x: Fundamentals Using (WBT)

COURSE ABSTRACT

COURSE CODE

- » SPPT-ITIU-2105

APPLICABLE VERSIONS

- » BMC Helix ITSM Insights 21.05 (SaaS)

DELIVERY METHOD

- » Web-based Training (WBT)

COURSE DURATION

- » 1 hour

PREREQUISITES

- » NA

Course Overview

BMC Helix ITSM Insights is a module of BMC Helix that delivers value by providing AI Service Management capabilities to use in combination with your BMC Helix ITSM instances. BMC Helix ITSM Insights enables transition from traditional ITSM to intelligent, agile, and highly automated Service Management.

This course gives ITSM and Smart IT users the knowledge to work with ITSM Insights cases, such as proactive problem management and real-time incident correlation.

Target Audience

- » Problem Coordinators
- » Service Desk Managers
- » Service Desk Agents
- » Tenant Administrators

Learner Objectives

- » Introduction to BMC Helix ITSM Insights
- » Explain various roles and permissions
- » Configure Proactive Problem Management
- » Create incident clusters for Proactive Problem Management
- » Identify emerging issues for Real-time incident correlation
- » Describe and configure incident correlation
- » Explain the incident correlation dashboard



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COURSE ACTIVITIES

- » Presentation
- » Assessment


BMC HELIX WITH SMART IT LEARNING PATH

- » https://www.bmc.com/education/courses/smart_it_training.html#accordion-74c8af9f-46d5-4b0c-b9e9-bac5effcc328

ACCREDITATION AND CERTIFICATION PATHS

- » Not applicable

DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » **Contact us for additional information** 

Course Modules

Module 1: Introduction to BMC Helix ITSM Insights Application and Roles

- » Describe BMC Helix
- » Explain AI Service Management
- » Describe various BMC Helix with AI Service Management Capabilities
- » Explain the AI Service Management Architecture
- » Describe BMC Helix ITSM Insights and its Architecture diagram
- » Explain AI/ML Foundation Services on BMC Helix Portal
- » List various BMC Helix Portal AI foundation components
- » Describe AI Service Management – Problem Identification / Incident Correlation
- » Access BMC Helix ITSM Insights
- » Describe various roles and permissions
- » List the permissions required for Proactive Problem Management and Real-time Incident Correlation
- » Describe row-level access in ITSM Insights

Module 2: Configuring Proactive Problem Management

- » Describe Proactive Problem Management
- » List differences between Reactive and Proactive Problem Management
- » Explain the Proactive Problem Management process
- » Configure the Proactive Problem Management settings
- » Explain how the clusters are created and named
- » Describe various techniques to extract and pre-process incident text data
- » Explain the impact of the Group by fields in clustering
- » Explain Heat map and List view
- » List various methods to create a problem investigation and relate Incidents
- » Identify information copied from ITSM Insights to a Problem Investigation ticket
- » Relate incidents to existing problem investigations
- » Create presets

Module 3: Configuring Real-Time Incident Correlation

- » Describe incident correlation
- » Describe various techniques to identify emerging issues
- » Explain how to derive cluster name
- » Configure incident correlation
- » Explain the incident correlation process
- » Access the incident correlation dashboard
- » Explain various features on the Real-time incident correlation dashboard
- » View and manage incident relationships

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