BMC Service Request Management 20.x: Fundamentals Administering

COURSE ABSTRACT

COURSE CODE
» SPPT-SRMA-2002

APPLICABLE VERSIONS
» BMC Service Request Management
18.05, 18.08, 19.02, 19.08, 19.11, 20.02

DELIVERY METHOD 🌐
» Instructor-led Training (ILT)

COURSE DURATION 🌐
» 3 days

RECOMMENDED PREREQUISITES
» BMC Helix ITSM 20.x: Fundamentals
Administering – Part 2
» BMC Helix Digital Workplace Basic 20.x:
Fundamentals Administering
» BMC Helix ITSM - Smart IT 20.x:
Fundamentals Administering

Course Overview

Businesses are increasingly dependent on customer-facing applications to be competitive. This course provides students with an in-depth understanding of the end user facing IT services and technical service catalog.

With BMC Service Request Management (SRM), you will gain knowledge on with the concepts and hands-on experience to incorporate best practices when administering and configuring the BMC Service Request Management solution. With BMC Helix Digital Workplace, you will learn how to raise a service request for themselves and a request on behalf of someone else, view notifications, and approve/reject a request.

In this course, participants will analyze, determine, and perform the necessary steps to administer, configure, and integrate BMC Service Request Management and BMC Helix Digital Workplace to support the corresponding business processes. Smart IT enables collaborative workforce organized around IT roles, not modules.

Target Audience

» Users
» Administrators

Learner Objectives

» Understand BMC's Self Service Consoles
» Understand how SRM components are integrated
» Identify the SRM reports and generate them using the Report Console
» Understand the Service Catalog and Service Request Definitions (SRDS)
» Understand the Process Definition Template (PDT) architecture
» Describe how to add and map questions to SRDs
» Submit a service request using Digital Workplace End User Console
» Understand how to configure SRD levels
» Using Smart IT functionality in resolving tickets
» Understand how to manage entitlements
» Understand how to use On Behalf Of (OBO) functionality
» Understand how to set up satisfaction surveys
» Configure and use the SRD ad hoc approval process
» Configure and use approver mappings for the SRD Level approval process
» Verify and compare SRD approval processes
» Import SRDs, configuring and verifying them for production usage
» Localize and export SRDs
» View the Import Export Console history

For more information about BMC Education Services, visit **www.bmc.com/education.**

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COURSE ACTIVITIES
» Classroom Presentations
» Group exercise
» Quizzes

BMC SERVICE REQUEST MANAGEMENT LEARNING PATH
https://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html#accordion-bdaf175b-9662-466b-8936-763facbb9822

CERTIFICATION PATHS 🌐
» This course is not part of a BMC Certification Path.

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

Course Modules

Course Overview
» Course Objectives
» Details of Axis Lab Environment
» Connecting to eBooks

Module 1: Enabling Self-Service Consoles
» Service Request Process
» Submitting Service Requests
» Accessing SRM User Roles and Consoles

Module 2: Building the Service Catalog
» Key Components of Service Catalog
» Managing Questions
» Creating Application Object Template
» Creating Process Definition Templates
» Creating Service Request Definitions
» Setting up Service Requests

Module 3: Administering BMC Service Request Management
» Enabling and Mapping Surveys
» Configuring Navigational Categories

Module 4: Understanding the Entitlements and On-Behalf-of Rules
» Entitlements Overview
» Managing Entitlements
» Using On Behalf Of (OBO) Functionality

Module 5: Understanding SRM Approvals and Assignments
» Service Request Approvals
» Assignments

Module 6: Using the Import Export Console
» Overview of Import Export Console

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