

IT HUNTER SOLUTIONS

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BMC Remedy ITSM

Introduction of BMC Remedy ITSM

- ITIL and BMC Remedy ITSM
- Case Study: -
 - Incident Management
 - Problem Management
 - Change Management
 - Asset Management

ITSM Basics

- Overview of the Core Applications
- ITSM User Interfaces
- ITSM Architecture
- Foundation Data
- Interfaces

BMC Remedy Incident Management

- Introduction to Incident Management
- Incident Management as part of BMC Remedy Service Desk
- Benefits of Incident Management
- Incident Request Lifecycle
- Roles, responsibilities, and permissions related to BMC Remedy Incident Management
- Accessing the Incident Management Console
- Lab Session

BMC Remedy Problem Management

- Introduction to Problem Management
- Problem Management as part of BMC Remedy Service Desk
- Benefits of Problem Management
- Problem Investigation Lifecycle
- Roles, responsibilities, and permissions related to BMC Remedy Problem Management
- Accessing the Problem Management Console
- Lab Session

BMC Remedy Change Management

- Introduction to Change Management
- Change Management Process and Lifecycle
- Change and Release Management Roles
- Release Management Process
- Navigating the Change Management Console
- Navigating the Release Management Console
- Creating Change Requests
- Change Procedures Overview
- Creating Change Requests
- Assigning Change Requests
- Approving a Change Request
- Searching for Change Requests
- Working with Task
- Processing and Closing Changes
- Roles, responsibilities, and permissions related to BMC Remedy Change Management
- Lab Session

BMC Remedy Asset Management

- ITIL objectives for Asset Management
- Benefits of BMC Remedy Asset Management
- Asset lifecycle
 - Asset Management application roles
 - Service Asset lifecycle use case
- Accessing the Interface
- Navigating the Interface
- Contract, Software License, Schedules, Costing & Charge Backs
- Roles, responsibilities, and permissions related to BMC Remedy Asset Management

BMC Service Level Management

- Overview
- User Roles
- Accessing the Interface
- Navigating the Interface
- Service Targets
- Agreements
- Contracts

BMC Atrium CMDB

- Architecture
- Components: -
 - Normalization Engine
 - Reconciliation Engine
 - BMC Atrium Explorer
 - BMC Atrium Impact Simulator
 - Common Data Model
 - Class Manager
 - Product Catalog
- Datasets
- Classes
- Permission
- Lab Session

Introduction to Asset Management

BMC Remedy Asset Management
ITIL objectives for Asset Management
Benefits of BMC Remedy Asset Management
Asset lifecycle
Asset Management application roles
Service Asset lifecycle use case

BMC Atrium CMDB

BMC Remedy Asset Management and BMC Atrium CMDB