# BMC CMDB Administration Training

## COURSE CONTENT

## About Multisoft

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## About Course

BMC CMDB Administration Training by Multisoft Systems is a comprehensive program designed to equip IT professionals with the knowledge and skills needed to effectively manage and administer the BMC Configuration Management Database (CMDB). This training covers core concepts such as CMDB architecture, data modeling, normalization, reconciliation, and integration with external data sources.

## Module 1: Introducing the Configuration Management Database (CMDB)

- ✓ Introduction to BMC CMDB
- ✓ BMC Helix CMDB architecture
- ✓ Basics of BMC Helix CMDB
- ✓ Key roles and responsibilities
- ✓ Overview of the Common Data Model
- ✓ The concept of CIs
- ✓ Different consumers of BMC Helix CMDB data

## Module 2: Accessing and navigating the BMC Helix CMDB User Interface (UI)

- ✓ Accessing BMC Helix CMDB
- ✓ Navigating the BMC Helix CMDB Dashboard
- ✓ Searching and viewing CIs in the CMDB portal
- ✓ Creating a graph query
- ✓ Filtering CIs
- ✓ BMC Helix CMDB Dashboard features
- ✓ Creating and editing CIs

## Module 3: Configuration Management and Common Data Model

- ✓ Introduction to Common Data Model (CDM)
- ✓ The relationships in the CDM
- ✓ Documentation and tools for researching the CDM
- ✓ Basics of BMC_BaseElement and BMC_Relationship classes
- ✓ Most commonly used classes of BMC_BaseElement Subclasses
- ✓ Purpose of BMC_BaseRelationship and its individual subclasses

- ✓ Navigate the Class Manager
- ✓ Viewing a class and a relationship class
- ✓ Creating and modifying a class
- ✓ Auditing overview

## Module 4: Importing Data

- ✓ Process to load data into BMC Helix CMDB
- ✓ Concept of Datasets
- ✓ Importing data using the Atrium Integrator
- ✓ Importing data using Atrium Integrator Spoon.
- ✓ Importing data using the Data Management console
- ✓ Importing data using cmdbdriver Program

## Module 5: Normalizing Data

- ✓ Purpose of the Product Catalog
- ✓ How the Product Catalog supports multitenancy
- ✓ How the Product Catalog helps the BMC Helix CMDB to normalize data
- ✓ The role of the Normalization engine
- ✓ Normalization modes and process
- ✓ Normalization statuses
- ✓ How the normalization works with the BMC Helix CMDB to reconcile data
- ✓ Creating a normalization job
- ✓ Monitoring a normalization job

## Module 6: Reconciling Data

- ✓ The purpose of reconciling CMDB data
- ✓ The structure of a reconciliation job
- ✓ BMC tools to reconcile the BMC Helix CMDB data
- ✓ How the reconciliation engine works with the BMC Helix CMDB to reconcile data
- ✓ Creating a reconciliation job

✓ Additional reconciliation activities

## Module 7: Federating Data

✓ The concepts and methods of federation

✓ Identifying when to use the launch and retrieve method