

BMC Remedy Training

COURSE CONTENT

GET IN TOUCH



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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

The BMC Remedy Certification Training by Multisoft Systems is a meticulously designed program tailored for IT professionals seeking expertise in IT Service Management (ITSM). BMC Remedy is a leading ITSM platform that helps organizations streamline IT operations, enhance service delivery, and optimize workflows.

Module 1: Introduction to Remedy AR System

- ✓ BMC Remedy Architecture & Introduction to ITIL
- ✓ Overview of BMC Remedy Out of the Box Applications (Incident Management, Problem Management and Change Management)
- ✓ Installing AR System procedure and sequence
- ✓ What are new in BMC Remedy 9.1 (New features)
- ✓ Compatibility – Supported Vs. Not supported
- ✓ How BMC Remedy 9.1 is different from BMC Remedy 7.6 and 8.x

Module 2: Introduction to BMC Remedy Developer Studio

- ✓ Introduction to Remedy Forms
- ✓ Database architecture
- ✓ Designing and creating forms
- ✓ Working with different fields
- ✓ Working with table fields

Module 3: Introduction to other advanced forms

- ✓ Introduction to workflow (Active links, Filters and Escalations)
- ✓ Workflow actions as (Service)Functions
- ✓ Introduction to Guides (Display only, Join forms)
- ✓ Approving requests, Email Engine
- ✓ Use of Rule Based Email
- ✓ ARDBC and AREA LDAP plugins and Web-services

Module 4: Using BMC Remedy Developer Studio

Module 5: Understanding Access Control

Module 6: Understanding AR System Out-Of-The-Box Application