

BMC Remedy Course Content:35-40hours

Course Outline

Introducing AR System 7.5

- Identifying the need for AR 7.5
- Identifying SPM phases in AR System 7.5
- Reviewing the Architecture
- Describing AR System roles

Using BMC Remedy Mid Tier and User

- Describing the AR System Clients
- Describing BMC Remedy User
- Identifying the Remedy Mid Tier
- Defining Forms

Working with BMC Remedy Developer Studio

- Navigating BMC Remedy Developer Studio
- Identifying server objects
- Defining server objects – forms
- Defining workflow objects
- Defining other server objects

Working with Notifications

- Identifying Notifications
- Working with the Alert System

Using AR System Search Options

- Identifying Search Basics
- Identifying Advanced Search Techniques
- Using Keywords, Wildcards, and other search options

Working with Reports and Creating Macros

- Reporting with the Web Client
- Reporting with the Windows Client
- Working with Macros

Access Control Overview

- Describing Access Control

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