

# BMC REMEDY IT SERVICE MANAGEMENT 8.1: WHAT'S NEW FOR USERS

## COURSE CODE

- » SPPT-ITWN-0810

## PRODUCT RELEASE

- » BMC Remedy IT Service Management v8.1

## DELIVERY METHOD

- » Web Based Training (WBT)

## COURSE DURATION

- » 1 Hour

## TARGET AUDIENCE

- » ITSM users
- » ITSM managers

## PREREQUISITES

- » *BMC Remedy Service Desk 8.0: Using (WBT)*

Or

- » *BMC Remedy Change Management 8.0: Using (WBT)*

Or

- » *BMC Remedy Asset Management 8.0: Using (WBT)*

Or

- » *BMC Remedy IT Service Management 8.0: What's New for Users (WBT)*

## Course Overview

The *BMC Remedy IT Service Management 8.1: What's New for Users* online course is designed for ITSM users and managers with previous BMC Remedy IT Service Management 8.0 education and experience. This self-paced course introduces participants to the new features in ITSM 8.1 that are relevant to a user. The course includes 8.1 examples and quizzes to ensure experienced 8.0 users gain the knowledge necessary for 8.1 proficiency.

## Course Objectives

- » Describe various console-based enhancements such as add column, sort, and refresh
- » Describe various form-based enhancements such as knowledge search UI
- » Identify the consistency and cleanup features for menu, flyout, and scrollbar
- » Approve the requests via email
- » Identify changes and enhancements in the Next-Generation Calendar




# BMC REMEDY IT SERVICE MANAGEMENT 8.1: WHAT'S NEW FOR USERS

## COURSE ACTIVITIES

- » Presentations
- » Simulations/Demonstrations
- » Quizzes

## DISCOUNT OPTIONS

- » Have multiple students?  
Contact us to discuss hosting a private class for your organization
- » Contact us for additional information 

## Course Modules

<b>1</b>	<b>COURSE INTRODUCTION</b>	<b>2</b>	<b>USABILITY IMPROVEMENTS</b>
	<ul style="list-style-type: none"> <li>» List and introduce the 8.1 features such as usability improvements for consoles and forms, Next-Generation Calendar (NGC), and email-based approval</li> </ul>		<ul style="list-style-type: none"> <li>» Console-based enhancements</li> <li>» Form-based improvements</li> <li>» Consistency and cleanup features</li> </ul>
<b>3</b>	<b>EMAIL BASED APPROVAL</b>	<b>4</b>	<b>NEXT-GENERATION CALENDAR</b>
	<ul style="list-style-type: none"> <li>» Approve and reject requests via email</li> </ul>		<ul style="list-style-type: none"> <li>» Calendar interface that has been significantly enhanced for a better user experience</li> </ul>
<b>5</b>	<b>OTHER BMC REMEDY ITSM 8.1 ENHANCEMENTS</b>		
	<ul style="list-style-type: none"> <li>» Excluding tasks when copying tasks</li> <li>» Removal of auto-assignment of the Change Implementer support group</li> <li>» Create hyperlinks to other knowledge articles</li> </ul>		