

INFOSOFT IT SOLUTIONS

Training | Projects | Placements

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BMC Remedy Course

BMC Remedy Basics:

- BMC Remedy fundamentals,
- Exploring the BMC Remedy architecture
- Understanding ITIL, problem management
- Installing the AR systems
- Check with compatibility, etc

BMC Remedy developer studio:

- Exploring the BMC remedy developer studio environment
- Understanding the developer studio prerequisites.
- Understanding the use of developer studio
- Creation of objects.
- evaluating or locating the objects
- Understanding custom and origin objects
- Exploring the changing modes and overlay options.

Control and access and AR systems

- Build Users
- Build Groups
- Build Roles
- Forms, fields, and active links can all be granted permission.
- In Developer Studio, configure the default permissions.
- Configure dynamic permissions for parent groups.
- Understanding about the AR systems.

creating the applications

- Create a programme object.
- Describe the application's characteristics.
- Make your own application states.
- Object definition files should be exported.

Forms

- Understanding the forms and form types
- Exploring the form definitions
- Creating and managing the views
- Association of objects and archives

Fields

- Understanding on how to create and manage the fields
- Organizing and designing the field in the form correctly

Designing the workflow

- Recognize the distinctions here between active link, a filter, and an escalation.
- Actions in the Workflow
- Workflow objects can be created, renamed, and deleted.
- Permissions can be assigned to workflow objects.
- Logs of Workflow
- Events Navigator
- Viewer of Workflow Execution

Active links

- Listing the common actions in active links
- Exploring the push and commit actions, dynamic set field and dynamic push field actions.
- Understanding an workflow to send an event and exit an application

Filters and tables

- Exploring the filter phases
- Understanding the database and transition values
- Understanding the special tables, types of tables, server side tables and table refresh

Menus and Escalations

- Exploring the escalation options and pools

- Understanding the character, file search, SQL and data dictionary

Application deployment:

- Exploring the packing lists
- Understanding the application data export
- Learn about the object definition files

Conclusion

- Summarizing all the above discussed points here