BMC Helix ITSM - Knowledge Management 19.x: Fundamentals Using (WBT)

COURSE ABSTRACT

COURSE CODE
» SPPT-KMUS-1902

APPLICABLE VERSIONS
» BMC Helix ITSM - Knowledge Management 9.0, 9.1, 18.05, 18.08 and 19.02

DELIVERY METHOD 🌐
» Web-based Training (WBT)

COURSE DURATION 🌐
» 2 Hours

PREREQUISITES
» None

Course Overview

BMC Helix ITSM - Knowledge Management 19.02 provides advanced knowledge management for extending the effectiveness and value of BMC Helix ITSM applications, primarily BMC Incident Management and BMC Problem Management.

The *BMC Helix ITSM - Knowledge Management 19.x: Fundamentals Using* course is fundamental for proper knowledge management. In this course, participants will learn vital knowledge management concepts and knowledge management best practices that will enable them to resolve issues quickly, accurately, and consistently. Participants will also learn how to successfully implement these best practices using BMC Helix ITSM - Knowledge Management v19.02.

Target Audience

» Administrators
» Analysts
» Users

Learner Objectives

» Identify benefits of effective knowledge management
» Identify BMC Knowledge Management features and benefits
» Describe BMC Knowledge Management architecture
» Explain knowledge consumerization
» Describe how to search for knowledge articles
» Explain how BMC Knowledge Management enables self-help users to work with knowledge search results
» Describe the BMC Knowledge Management article lifecycle and workflow
» Identify various types of knowledge articles
» Identify various user types and roles related to BMC Knowledge Management
» Explain how to access the Knowledge Management Console, and describe its functional areas
» Describe how to create and view broadcasts
» Explain how to apply custom settings in the Knowledge Management Console
» Explain how to create and edit knowledge articles
» Explain how to search for knowledge articles
» Describe how to use the knowledge article functional areas for effective knowledge management
» Describe how to generate predefined and custom reports

For more information about BMC Education Services, visit **www.bmc.com/education.**

BMC Helix ITSM - Knowledge Management 19.x: Fundamentals Using (WBT)

COURSE ABSTRACT

COURSE ACTIVITIES

» Demonstrations
» Product Simulations
» Quizzes

BMC HELIX ITSM – KNOWLEDGE MANAGEMENT 19.X LEARNING PATH

http://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html

ACCREDITATION AND CERTIFICATION PATHS 🌐

» NA

DISCOUNT OPTIONS 🌐

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

Course Modules

Module 1: Knowledge Management – Overview
» Introduction to **knowledge management**
» Introduction to BMC Knowledge Management
» BMC Knowledge Management architecture
» Knowledge consumerization
» Online documentation and community improvements

Module 2: Describing Knowledge Articles
» BMC Knowledge Management article lifecycle
» BMC Knowledge Management article workflow

Module 3: Navigating BMC Knowledge Management
» BMC Knowledge Management Console
» Custom Settings

Module 4: Creating and Searching for Knowledge Articles
» Creating and editing knowledge articles
» Creating decision trees
» Searching for knowledge articles

Module 5: Working with Knowledge Articles
» Managing update requests, relationships, feedback, and assignment
» Working with the Functions section
» Working with Reports

For more information about BMC Education Services, visit **www.bmc.com/education**.