



BMC REMEDY AR SYSTEM 7.5: FOUNDATION – PART 2

COURSE CODE

- » RSMG-ARF2-0750

PRODUCT RELEASE

- » BMC Remedy Action Request System v7.5

DELIVERY METHOD

- » Instructor Led Training (ILT)
- » Instructor Led Online (ILO)

COURSE DURATION

- » 5 Days

TARGET AUDIENCE

- » Administrators
- » Developers

PREREQUISITES

- » *BMC Remedy AR System 7.5: Foundation – Part 1 (WBT)*

COURSE OVERVIEW

In this course, you learn how to administer and build applications in AR System 7.5. Through a combination of lecture and lab exercises, students learn how to perform the tasks of an AR System Administrator, from managing user access to maintaining an application. In addition, students learn how to develop and customize basic AR System objects.

The first module of this course consists of a quiz and an intensive lab exercise that provides an opportunity for you to demonstrate your proficiency of the knowledge and skills learned in the *BMC Remedy AR System 7.5: Foundation – Part 1*, online training.

IMPORTANT: Included in this course is the BMC Certified Professional AR System 7.5 Administrator examination, which is administered on the final day of the class. Taking the exam is optional, however all students enrolled in the *BMC Remedy AR System 7.5: Foundation – Part 2* course are automatically enrolled in the exam. Be aware that the exam will not be administered until the end of the final day and will run long. Please make travel arrangements accordingly. For more information, visit the [BMC Remedy AR System 7.5 Certifications](#) page.

Also included with this course is a supplemental WBT that provides a post-class reference of the key instructor demonstrations performed in class. Accessing this WBT will be useful after you have attended the course. It is not necessary to review the content prior to attendance.

COURSE OBJECTIVES

- » Manage access control and AR System licenses
- » Perform common administrative tasks using the AR System Administration Console.
- » Create AR System objects by using BMC Remedy Developer Studio
- » Build AR System forms, fields, and menus to meet business data requirements
- » Build AR System active links that automate system responses to user actions
- » Build AR System filters that enforce business rules
- » Build time-based escalations
- » Customize an application for the Web
- » Use log files for evaluating performance and identifying performance issues
- » Identify the best practices in optimizing AR System 7.5



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COURSE ACTIVITIES

- » Lecture
- » Case Study
- » Interactive Labs
- » End of Course Exam

CERTIFICATION PATH

- » This course is part of the BMC Remedy AR Skilled Professional Certification Path

DISCOUNT OPTIONS

- » Take advantage of a significant discount off packaged curriculum for individual participants by purchasing a Learning Bundle
- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » Contact us for additional information 

COURSE MODULES

0	REVISITING THE AR SYSTEM 7.5 FOUNDATION WBT	1	MODULE 1: WORKING WITH THE ADMINISTRATION CONSOLE
	<ul style="list-style-type: none"> » Review concepts learned in <i>BMC Remedy AR System 7.5: Foundation – Part 1</i> WBT 		<ul style="list-style-type: none"> » Review role of AR Administrator and Developers » Use the Server Information Form
2	UNDERSTANDING ACCESS CONTROL IN AR SYSTEM	3	MANAGING LICENSING IN AR SYSTEM
	<ul style="list-style-type: none"> » Create Groups and Users » Manage Passwords in AR System 		<ul style="list-style-type: none"> » Administering Licenses » Allocating Licenses
4	CENTRALIZING PREFERENCES	5	NAVIGATING BMC REMEDY DEVELOPER STUDIO
	<ul style="list-style-type: none"> » Describe a Centralized Preference Server » Configure Centralized Preferences 		<ul style="list-style-type: none"> » Navigate BMC Remedy Developer Studio » Describe Developer settings
6	CREATING FORMS AND FIELDS	7	ENHANCING FORM APPEARANCE AND USABILITY
	<ul style="list-style-type: none"> » Create Regular forms » Set Default Permissions » Create and Define fields 		<ul style="list-style-type: none"> » Arranging Fields » Using Trim Fields » Creating Menu Bar Items » Creating Navigation Bar Fields
8	WORKING WITH ADVANCED FIELDS	9	USING MENUS WITH CHARACTER FIELDS
	<ul style="list-style-type: none"> » Creating Table Fields » Creating Results List and Alert List Fields » Creating Attachment Pools » Creating View Fields 		<ul style="list-style-type: none"> » Describe Various Types of Menus » Create Character Menus » Attach a Menu to a Character Field
10	ADMINISTERING FORMS	11	DEFINING ADDITIONAL FORMS
	<ul style="list-style-type: none"> » Managing Forms » Copying, Renaming, and Deleting Forms » Archiving and Archiving Form Data 		<ul style="list-style-type: none"> » Creating Display-Only Forms » Defining Home Pages » Defining Join Forms
12	DEFINING FORM VIEWS	13	DESCRIBING AND CREATING APPLICATION OBJECTS
	<ul style="list-style-type: none"> » Identifying the Purpose of Form Views » Managing Form Views 		<ul style="list-style-type: none"> » Creating Local Applications » Creating Deployable Applications
14	CONFIGURING WEB APPLICATIONS	15	CREATING WORKFLOW
	<ul style="list-style-type: none"> » Configuring Standard Views for the Web 		<ul style="list-style-type: none"> » Reviewing Workflow Concepts » Creating Active Links » Creating Filters » Creating Escalations

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COURSE MODULES (CONT)

16	WORKING WITH INDEXES	17	ADVANCED ACCESS CONTROL
	<ul style="list-style-type: none"> » Understanding the Need for Indexes » Creating Indexes in AR System 7.5 		<ul style="list-style-type: none"> » Understanding the Concept of Assignee Group » Configuring Row Level Access » Creating Dynamic and Computed groups
18	MAINTAINING APPLICATIONS	19	INTRODUCTION TO PERFORMANCE TUNING AND TROUBLESHOOTING
	<ul style="list-style-type: none"> » Exporting Data » Importing Data » Exporting and Importing Object Definitions 		<ul style="list-style-type: none"> » Understanding the Need for Performance Goals » Creating AR System Log Files » Creating Effective Forms » Monitoring Your Environment