



BMC REMEDY AR SYSTEM 7.5: AR SYSTEM WHAT'S NEW (ODL)

COURSE CODE

- » RSMG-ARWN-0750

PRODUCT RELEASE

- » BMC Remedy Action Request System v7.5

DELIVERY METHOD

- » On Demand Learning (ODL)

COURSE DURATION

- » 3 days

TARGET AUDIENCE

- » 7.1 Administrators
- » 7.1 Developers

PREREQUISITES

- » BMC Remedy AR System 7.x: Administering - Part 2
Or
- » BMC Remedy AR System 7.x: Administering - Part 3
Or
- » BMC Remedy AR System 7.x: What's New (WBT)

COURSE OVERVIEW

This course introduces you to the new features and functionality of BMC Remedy AR System 7.5 through a combination of engaging Web-based content and access to a remote lab. The remote lab allows you to work in a real AR System 7.5 environment and gives you hands-on practice building and testing the new features in this release.

From point of registration confirmation, you have 60 days of access to the educational content and 5 consecutive days of access to the remote lab environment. During the 5 consecutive day period, you can work at your own pace through approximately 3 days of Web-based education interspersed with labs in the remote environment. The labs reinforce the concepts taught and where appropriate include "how to" demonstration videos.

COURSE OBJECTIVES

- » Introduce BMC Remedy AR System 7.5
- » Identify architectural changes
- » Identify installation considerations
- » Identify improvements to the user experience
- » Compare Developer Studio to the BMC Remedy AR System 7.x Administrator Tool
- » Identify AR System 7.5 features that improve usability
- » Identify AR System 7.5 workflow enhancements
- » Identify new troubleshooting tools and techniques
- » List performance improvements
- » Identify licensing changes




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COURSE ACTIVITIES

- » Customer Case Study
- » Product Simulations
- » Hands-On Lab Environment
- » Lab Demonstration Videos
- » End of Course Exam

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

1	INTRODUCING BMC REMEDY AR SYSTEM 7.5	2	INSTALLING AR 7.5
	<ul style="list-style-type: none"> » Considering a Case Study Example » Identifying Architectural Changes 		<ul style="list-style-type: none"> » Listing Pre-Installation Tasks » Identifying Installation Procedures » Identifying Upgrade Considerations
3	USING AR 7.1 APPLICATIONS IN AN AR 7.5 ENVIRONMENT	4	USING BMC REMEDY DEVELOPER STUDIO
	<ul style="list-style-type: none"> » Navigating the Sample Application » Using the Course Lab Environment Using Self-Help Options 		<ul style="list-style-type: none"> » Identifying the AR 7.5 Developer Studio Features » Identifying the AR 7.5 Developer Studio Architecture » Navigating AR 7.5 Developer Studio
5	LEVERAGING NEW FEATURES	6	IDENTIFYING LICENSING AND PERFORMANCE IMPROVEMENTS
	<ul style="list-style-type: none"> » Improving the Developer Experience » Improving Usability » Improving Functionality 		<ul style="list-style-type: none"> » Understanding Licensing Improvements » Understanding Performance Improvements