

# **BMC Helix CMDB - Administration Training**

*COURSE CONTENT*

## **GET IN TOUCH**



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## About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

## About Course

BMC Helix CMDB – Administration Training by Multisoft Systems is designed to equip IT professionals with the knowledge and skills to manage, configure, and optimize the BMC Helix Configuration Management Database (CMDB). The course provides a comprehensive understanding of CMDB architecture, data modeling, reconciliation, normalization, and integration with IT Service Management (ITSM) processes.

## **Module 1: Introduction to Configuration Management Database (CMDB)**

- ✓ Define CMDB
- ✓ BMC CMDB end to end structure
- ✓ Success criteria for your CMDB

## **Module 2: Accessing and Navigating the CMDB UI**

- ✓ BMC CMDB Portal
- ✓ Using Quick Search and Advanced Search features
- ✓ Creating Filters in the new CMDB User Interface
- ✓ Using Query Builder
- ✓ Creating Filters
- ✓ Creating and Modifying CIs
- ✓ Creating and Modifying relationships

## **Module 3: Asset Management Console**

- ✓ Searching in Smart IT Asset Console
- ✓ Creating CIs in Smart IT
- ✓ Searching in the Mid-Tier Asset Console
- ✓ Using the Data from Search Results
- ✓ Managing My Searches

## **Module 4: Relating CIs in Incident and Change**

- ✓ ITSM Introduction
- ✓ Incidents in Smart IT
- ✓ Change Requests in Smart IT
- ✓ Relate CIs and Services to Change

## Module 5: Configuration Management and Common Data Model

- ✓ BMC CMDB Data Flow
- ✓ Common Data Model
- ✓ Review CDM, inheritance, superclass, and subclass
- ✓ Class Manager
- ✓ Migrating the CMDB Common Data Model (CDM) Definitions from Test to Production
- ✓ Creating new classes and attributes

## Module 6: CMDB UI

- ✓ Permissions for BMC Atrium CMDB Data Consumers
- ✓ CMDB Permissions at the AR System Level
- ✓ Accessing the new CMDB User Interface
- ✓ Restricting Access to Data

## Module 7: Importing Data

- ✓ Explain datasets
- ✓ Dataset Configuration Console
- ✓ Importing BMC Discovery Data
- ✓ Importing Data Using the Atrium Integrator
- ✓ Importing Data Using Atrium Integrator Spoon
- ✓ Importing Data Using the Data Management Console
- ✓ Migrating Configuration Job Definitions from Test to Production
- ✓ Understanding CMDB driver

## Module 8: Normalizing Data

- ✓ Normalization Jobs in the new CMDB UI
- ✓ Normalization Engine features

- ✓ Product Catalog
- ✓ Cleaning up the Product Catalog
- ✓ Populating the Product Catalog
- ✓ Catalog Mapping
- ✓ Exporting and importing normalization settings
- ✓ Troubleshooting Plug-ins

## **Module 9: Reconciling Data**

- ✓ Purpose of reconciliation
- ✓ Identify and merge reconciliation
- ✓ Creating a reconciliation
- ✓ Custom reconciliation
- ✓ Performing a manual reconciliation

## **Module 10: Federating Data**

- ✓ Federation concept
- ✓ Federation methods
- ✓ Use of launch method
- ✓ Creating launch links in the Federation Manager

## **Module 11: Configuring Atrium CMDB Server Settings**

- ✓ Configuring CMDB Engine
- ✓ Centralized Configuration

## **Module 12: Service Modeling**

- ✓ Service model
- ✓ Relate hardware and software CIs to services
- ✓ Service hierarchy
- ✓ Distinguish between business and technical service

- ✓ Impact Relationships
- ✓ Understand Prerequisites to integrate TSOM with Atrium CMDB
- ✓ Integrating TSOM with Atrium CMDB
- ✓ Creating, publishing and promoting Service Model from the Impact Model Designer
- ✓ TSIM publishing server and its workflow

## **Module 13: Archiving CMDB Data**

- ✓ Importance of archiving CMDB data
- ✓ CMDB archiving process
- ✓ Archiving properties
- ✓ Criteria for archiving
- ✓ Executing archiving