

BMC Helix ITSM - Asset Management 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 ITSM – Asset Management training by Multisoft Systems is designed to equip IT professionals with the knowledge and practical skills needed to manage IT assets across their entire lifecycle. This program focuses on helping organizations optimize their IT investments, reduce operational costs, and maintain compliance with industry standards.

Module 1: BMC Asset Management: Concepts

- ✓ Discover the Asset Console and describe its features in Mid-Tier and Smart IT Consoles
- ✓ Explain various processes involved in Asset lifecycle
- ✓ Describe and create CIs
- ✓ Identify the different functionalities of Asset Management and Smart IT Consoles
- ✓ List the Asset Management personas in Smart IT
- ✓ Describe Smart IT asset types and sub types

Module 2: BMC Asset Management: For Configuration Administrators

- ✓ Define the roles and responsibilities of configuration administrator
- ✓ Explain the different permissions of configuration administrator
- ✓ Describe the Configuration Management process
- ✓ Classify various Asset Management procedures
- ✓ Discover the Asset Console
- ✓ Identify the features of the Asset Console

Module 3: BMC Asset Management: For Purchasing Agents

- ✓ Describe the purchasing lifecycle
- ✓ Discover how to place an order
- ✓ Explain the search for a purchase requisition
- ✓ Discuss how to create a new purchase requisition
- ✓ Explain the submit purchase requisition for pricing and approval

Module 4: BMC Asset Management: For Software Asset Managers

- ✓ Describe the roles and responsibilities of Software Asset Managers

- ✓ Explain the software license management lifecycle
- ✓ Explore the SAM Console
- ✓ Identify license types

Module 5: BMC Asset Management: For Approvers

- ✓ Identify the roles and responsibilities of Approvers
- ✓ Explain the role of Approvers in the process flow for Configuration Management
- ✓ Discover how to access Approval Central
- ✓ Discuss various functional areas of Approval Central
- ✓ Describe how to approve and reject purchase requisitions using Approval Central
- ✓ Perform email-based approvals

Module 6: BMC Asset Management: For Contract Managers

- ✓ Identify roles, responsibilities, and permissions of Contract Managers
- ✓ Define contract types
- ✓ Describe contract lifecycle
- ✓ Discover Contract Console