TRACK-IT! ADMINISTERING

COURSE CODE

NUMA-TIAI-0111

PRODUCT RELEASE

» BMC Track-It! 11.1: Administering

DELIVERY METHOD

» Instructor Led Training (ILT)

COURSE DURATION

» 3 days

TARGET AUDIENCE

» IT Architects and Engineers
» IT Administrators

PREREQUISITES

» *BMC Track-It! 11.1: Using*

Course Overview

This 3 day instructor-led training class is designed specifically for those responsible for installing, configuring, and managing their Track-It! products. Attendees will learn how to apply help desk best practices to configure and manage their BMC Track-It! products through workshop exercises.

This course is followed by the Track-It! Administrator Exam. A passing score of %80 or better is required to become a certified Track-It! Administrator.

Course Objectives

» Install and Configure Track-It!
» Administer technician accounts, security policies, and technician queues
» Examine lookup tables, work orders, and other tables
» Configure administration, help desk, solutions, and purchasing
» Examine the Directory Importer
» Examine workflow automation
» Examine Change Management
» Examine Discovery and Audit configuration and execution
» Examine Software License Management
» Configure the User Interface
» Configure Email Notifications

bmcsoftware GLOBAL SERVICES EDUCATION SERVICES

TRACK-IT! ADMINISTERING

COURSE ACTIVITIES

- Classroom Presentations
- Hands-on Lab Exercises

CERTIFICATION PATH

- This course is part of the BMC Track-It! Administrator Certification Path

DISCOUNT OPTIONS

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

Course Modules

1 INSTALL TRACK-IT!

- Track-It! System Requirements
- Server Requirements
- Client Applications
- Audited Platforms
- Installation Models
- Installing Track-It!

2 ADMINISTERING TECHNICIAN ACCESS

- Creating Technician Accounts
- Understanding Security Policies
- Modifying the Default Security Policy
- Creating Security Policies
- Assigning Technicians to a Security Policy
- Creating Technician Queues

3 DATA SETUP AND DATABASE CONCEPTS

- Understanding Lookup Tables
- Categorizing Work Orders
- Defining Work Order Priorities
- Remaining Lookup Tables
- Other Significant Track-It! Tables
- Backing up Track-It!

4 CONFIGURE TRACK-IT!

- Administration Console Overview
- Configuring Administration Options
- Configuring Help Desk Options
- Configuring Solutions Options
- Configuring Purchasing Options

5 USING THE DIRECTORY IMPORTER

- Directory Importer Overview
- Selecting a Directory Service
- Importing Technicians and Users while Assigning Licenses
- Understanding the Field Mapping Options
- Automating the Import Schedule

6 SETTING UP WORKFLOW AUTOMATION

- Understanding Event Policies
- Creating Service Level Agreements
- Creating Skill Routing Policies
- Creating Work Order Templates
- Working with Schedule Work Orders

7 CHANGE MANAGEMENT

- Change Management Overview
- Defining Different Types of Change
- Classifying Change Requests
- Understanding Change Management Roles
- Setting up Change Management Roles
- Setting up Change Management Policies
- Configuring Notifications for Change Management Events
- Customizing Notification Templates for Change Management Events
- Scheduling Notifications for Change Management Events

8 DISCOVERY AND AUDIT

- Managing IT Assets
- Understanding Asset Discovery
- Managing Discovered Assets
- Understanding Audit and Audit Components
- Using the Administration Console to Configure Audit Options
- Configuring Audit Execution
- Scheduling Automatic Auditing
- File Capture Information
- Setup Credentials for Windows Installation
- Merging Audit Results
- Customizing the Print Output
- Performing a Distributed Audit
- Changing the Audited Software Approval Status

GLOBAL SERVICES
EDUCATION SERVICES

TRACK-IT! ADMINISTERING

9	SOFTWARE LICENSE MANAGEMENT	10	CONFIGURE THE USER INTERFACE
	» Software License Management Overview » Process Flow » Setting up Lookup Tables » Creating Software Titles and Licenses » Associating Program Files with a Title » Entering License Information » Using Licenses to Allow Prohibited Software » Associating Software Titles with a Master Item » Creating Purchase Orders that include Software Licenses » Notifying Technicians when License Conditions Change		» Specifying the Default Language » Using the Field Options Dialog » Marking Notes as Private » Configuring the Global Help Desk Toolbar
11	CONFIGURE EMAIL NOTIFICATION		
	» Configuring Email Monitor » Setting up Email Monitor Policies » Configuring Work Order Notification Templates		

GLOBAL SERVICES
EDUCATION SERVICES