TRACK-IT! BOOT CAMP

COURSE CODE

NUMA-TIBC-0111

PRODUCT RELEASE

» BMC Track-It! 11.1: Boot Camp

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 Boot Camp provides the knowledge and critical skills necessary to administer the various Track-It! Products with major focus placed on help desk automation, change management utilization, inventory configuration, and software license management. This is an accelerated course, designed for experienced Track-It! Administrators wanting to take full advantage of Track-It!'s core features. Students will be learning in a fast paced environment created to transfer the maximum amount of Track-It! know-how in a minimum amount of time. Given the compressed time frame and the volume of advanced content covered in this course, students must already be able to perform system basics such as navigating the interface, creating or modifying a work order, purchase order, library item or training course, viewing an asset, and creating user accounts.

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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

TRACK-IT! BOOT CAMP

COURSE ACTIVITIES

- Classroom Presentations
- Hands-on Lab Exercises

CERTIFICATION PATH

- This course is part of the BMC FootPrints Asset Core Professional 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 INSTALLATION

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

2 ADVANCED INTERFACE TOOLS

- Configure the Button Bar
- Customize the Toolbar to Search Record Variables
- Configure the Global Help Desk Toolbar
- Configure Grid Options
- Use the Field Options Dialog

3 ADMINISTERING TECHNICIAN ACCESS

- Creating Technician Accounts
- Understanding Security Policies
- Modify the Default Security Policy
- Creating Security Policies
- Assign Technicians to a Security Policy
- Create Technician Queues

4 DATA SETUP AND DATABASE CONCEPTS

- Understanding the Lookup Tables
- Categorizing Work Orders
- Defining Work Order Priorities
- Remaining Lookup Table Discussion
- Other Significant Tables
- Data Backup

5 CONFIGURATION ESSENTIALS

- Understanding the Administration Console
- Configure Administration Options
- Check for Updates
- Configure Help Desk Options
- Configuring Solutions Options
- Configuring Purchasing Options

6 CONFIGURE DISCOVERY AND AUDIT

- Manage It Assets
- Asset Discovery Options
- Schedule Asset Discovery
- Manage Discovered Assets
- Understand Audit / Audit Components
- Use the Administration Console to Configure Audit Options
- Configure Audit Exception
- Schedule Automatic Auditing
- Specify Scan Criteria
- File Capture Information
- Setup Credentials for Windows Installation
- Merge Audit Results
- Perform a Distributed Audit
- Change Audited Approval Status

7 MANAGE THE INVENTORY MODULE

- View Asset Information
- Save Hardware Tab Views
- Maintain Asset Users
- Add Inventory Information Manually
- Audit-on-Demand, Delete, and Copy an Asset

8 SETUP SOFTWARE LICENSE MANAGEMENT

- Software License Management Overview
- Software License Management Process
- Setup Software Module Lookup Tables
- Define Software License Management Options
- Create Software Titles and Licenses
- Associating Software Titles with a Master Item
- Notifying Technicians when License Conditions Change

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9	DEVELOP WORK ORDER ASSIGNMENT PROCEDURES	10	MANAGE THE WORKFLOW AUTOMATION TOOLSET

- » Understand Workflow Models
- » Create Work Order Assignments
- » View Work Order Assignments

- » Understand Event Policies
- » Determine Email Notifications Options for Event Policies
- » Create an Event Policy
- » Understand and Create Service Level Agreements
- » Understand and Create Skill Routing Policies
- » Understand and Create Work Order Templates

11	UTILIZE THE SOLUTIONS MODULE	12	CONFIGURING EMAIL AUTOMATION

- » Use the Solutions Database
- » Access, Add, Edit, and Delete Solutions
- » Reorganize Topics and Solutions
- » Access Solutions via a Work Order
- » Add a Solution to a Work Order
- » Create a Solution via a Work Order Resolution

- » Configure Email Monitor
- » Configure Work Order Notification Templates
- » Configure Manual Work Order Notifications

13	SETUP THE CHANGE MANAGEMENT PROCESS	14	INFORMATION ANALYSIS

- » Change Management Overview
- » Define the Different Types of Change
- » Classify Change Requests
- » Discuss Change Management Roles
- » Setup Change Management Roles
- » Configure Notifications for Change Management Events
- » Customize Notification Templates for Change Management Events
- » Manage Requests for Change
- » Manually Create a Request for Change

- » Navigate the Crystal Reports Viewer
- » Exporting Selection Criteria to a Report
- » Work with Dashboards