

**COURSE CODE**

 NUMA-TIUS-0111
PRODUCT RELEASE

 » BMC Track-It! 11.1: Using
DELIVERY METHOD 

 » Instructor Led Training (ILT)
COURSE DURATION 

 » 2 days
TARGET AUDIENCE 

 » Help Desk Technicians
 » Administrators
PREREQUISITES

 » *There are no pre-requisites for this course.*

Course Overview

This 2 day instructor-led training provides a hands-on class for Track-It! technicians and administrators focusing on concepts and capabilities found in the Inventory, Help Desk, Purchasing, Training, Library, and Report Modules.

This course is followed by the Track-It! Online Skills Assessment.

Course Objectives

- » Examine general Track-It! functionality including navigation.
- » Examine the Inventory module
- » Examine the Software Licenses module
- » Examine the Purchasing module
- » Examine the Help Desk module
- » Examine the Solutions module
- » Examine Track-It! Web and Mobile Web
- » Examine Self-Service
- » Examine the Change Management Module
- » Examine the Training Module
- » Examine the Library Module
- » Examine Information Analysis and Reporting




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	NAVIGATE TRACK-IT!	2	INVENTORY MODULE
	<ul style="list-style-type: none"> » Understanding the Track-It! Interface » Launching Track-It! » Screen Navigation Options » Exploring the Menu Bar » Module Overview » Working with the Home Page » Customizing the Look and Preferences » Viewing Multiple Windows » Working with Grids » Working with Grid Views » Obtaining Help Using Track-It! 		<ul style="list-style-type: none"> » Inventory Module Overview » Understanding Asset Information » Maintaining Asset Users » Adding Inventory Information Manually » Other Inventory Actions
3	SOFTWARE LICENSES MODULE	4	PURCHASING MODULE
	<ul style="list-style-type: none"> » Software Licenses Module Overview » Viewing Software Title Information » Viewing Software License Information » Searching Software Licenses 		<ul style="list-style-type: none"> » Viewing Purchase Orders » Working with Purchase Orders » Receiving Purchase Orders » Using the Purchasing Module to Populate Inventory Containers » Creating Blanket Purchase Orders
5	HELP DESK MODULE	6	SOLUTIONS MODULE
	<ul style="list-style-type: none"> » Help Desk Module Overview » Viewing Work Orders » Creating Work Orders » Understanding Workflow Models » Viewing Work Order Assignments » Other Work Order Actions » Completing Work Orders » Automatic and Manual Notifications 		<ul style="list-style-type: none"> » Using the Solutions Database » Accessing Solutions via the Solutions Module » Accessing Solutions via a Work Order
7	WEB AND MOBILE WEB	8	SELF SERVICE
	<ul style="list-style-type: none"> » Understanding Track-It! Web » Accessing Track-It! Web » Track-It! Web Interface » Basic Navigation of Track-It! Web » Working with System Grid Views » Track-It! Web Help Desk Module » Track-It! Web Inventory Module » Track-It! Web Solutions Module » Track-It! Web Change Management Module » Track-It! Web Purchasing Module » Track-It! Web Library Module » Track-It! Web Mobile 		<ul style="list-style-type: none"> » Understanding Track-It Self Service » Accessing the Web Components



9	CHANGE MANAGEMENT MODULE	10	TRAINING MODULE
	<ul style="list-style-type: none"> » Change Management Overview » Defining Different Types of Change » Change Management Roles » Managing Requests for Change » Manually Creating a Request for Change 		<ul style="list-style-type: none"> » Training Module Overview » Adding Training History to a User's Record
11	LIBRARY MODULE	12	INFORMATION ANALYSIS
	<ul style="list-style-type: none"> » Library Module Overview » Adding Items to the Library » Tracking Library Items » Viewing the Library Item History 		<ul style="list-style-type: none"> » Information Analysis Overview » Reporting » Working with the Track-It! Dashboard » Managing Dashboard Views