



## Training Program

# BMC Remedy Certification Training



**1.2 Million**  
Learners



**1-1 Personalized**  
Mentorship



**60% Average**  
Salary Hike

# About Program



## Learning Format

Online / Offline



## Trainer

Industry Professionals



## Career Services

By Croma Campus

Our course content has been specifically designed to turn you into a skilled professional in this industry. As a part of your certification training, you will receive enough study material and recorded video sessions that will help you cover all the latest trends and features in this course. The training session will comprise important sections, features, advantages, and scope of the technology in the coming years. Moreover, our qualified trainers will help you imbibe all the required skills, and information in a much better manner to help you in you becoming an expert in this technology. Post the completion of your course, you will receive a training certificate recognized world-wide.

## What Make Us Tick



### Career-oriented Sessions

Attend 25+ career-oriented sessions by industry mentors and prepare your career trajectory



### Mock Interview Preparation

Prepare with mock interviews including most asked questions by top employers



### Dedicated Job Portal Access

Get exclusive access to 100s of job postings per month on Croma Campus Intellipaat's job portal



### Profile Building

Craft a resume and LinkedIn profile and make an impression on top employers



### 1:1 Mentoring Sessions

Get 1:1 guidance at every step in your career transition to respective Technology



### Guaranteed interviews

Get job interviews with 400+ hiring partners including promising startups and top MNCs

# BMC Remedy **Training Curriculum**

## ✓ Introduction to BMC AR systems

- Remedy AR System Overview
- BMC Remedy Architecture
- Introduction to ITIL
- Overview of BMC Remedy Out of the Box Applications (Incident Management, Problem Management and Change Management)
- Understanding BMC Remedy Out of the Box Applications
- Packing Lists
- Object definition files
- Application data export
- Installing the AR System procedure and sequence
- What are new in BMC Remedy 9.1 (New features)
- Compatibility – Supported Vs. Not supported
- How BMC Remedy 9.1 is different from BMC Remedy 7.6 and 8.x?

## ✓ BMC Remedy Developer Studio

- Introduction to BMC Remedy Developer Studio
- Introduction to Remedy Forms
- Database architecture
- Designing and creating forms
- Working with different fields
- Working with table fields

## ✓ Advanced Forms

- Introduction to other advanced forms (Display only, Join forms)
- Introduction to workflow (Active links, Filters and Escalations)
- Workflow actions as (Service)Functions
- Introduction to Guides
- Approving requests, Email Engine
- Use of Rule-Based Email
- ARDBC and AREA LDAP plugins and Web-services

## ✓ Using BMC Remedy Developer Studio

- Developer Studio preferences
- Create objects
- Search for objects
- Outline feature
- Switch perspectives
- Change modes

- Custom and origin objects
- Overlay options

### ✔ Understand Access Control

- Create Users
- Create Groups
- Create Roles
- Grant permission to forms, fields, and active links
- Set default permission in Developer Studio
- Set dynamic permission for parent groups

### ✔ BMC ITSM Application Overview

- BMC Remedy ITSM application purpose
- BMC Remedy ITSM architecture
- Foundation data
- Companies, Organization and Locations
- Support Groups and People
- Data Management overview
- Data Management Job Console
- Onboarding Wizard utility
- Data Wizard utility
- Data Management Tool
- Categorizations
- Assignments
- Access Control and Permissions
- Application User's Perspective
- Application Administrator's Perspective
- Online Documentation Portal
- Configuring the Requester Console
- Guest User
- Permission Groups

### ✔ Chats and Notifications

- Social Collaboration
  - BMC Chat
  - Twitter
  - RSS Feeds

- Notifications
  - Individual Notifications
  - Group Notifications
  - Inbound email
- Define Form Behavior
  - Form Views
  - Behavior Rules
  - BMC Atrium Service Context

## Incident and Change Management

- Incident Management Aids
  - Incident Templates
  - Incident Scripts
  - Incident Decision Trees
- Change and Release Templates
  - Change Templates
  - Release Templates
  - Activities
- Task Management System
  - Overview to TMS
  - TMS Configuration
- Change and Release Management Approval
  - Approval Process
  - Approval Mapping
- Change Risk and Advanced Change Options
  - Determine Risk
  - Change Lifecycle
  - Change Calendar
  - Custom Change Process Flows

## ✓ Assets Management & Overlays

- Asset Management Licensing and Approvals
  - Software Licenses and Contracts
  - Approvals and Notifications
- Asset Management CIS and Financials
  - CI Functionality
  - Financials
- Overlays
  - Purpose
  - Considerations
  - Preserving ITSM Customization
- Hub and Spoke
  - Purpose
  - Consideration

## ✓ ITSM Process Designer, Installation, and Customizations

- Process Designer overview
- Configuring tasks, requests, and notifications
- Configuring ARID plug-in and the runtime settings
- Maintaining process templates for BMC Remedy On-premise environments
- Installation Overview
- Relationship of ITMS Forms to AR System Forms
- Permission Groups and Functional Roles
- Available Web Services
- BMC Remedy ITSM 9.0 Enhancements
- Archiving concepts
- Managing archiving policies
- BMC Remedy Smart Reporting Console
- Smart Reporting social capabilities

## ✓ Catalog Setup and Application Configuration Tasks

- Product catalog setup
- Operational catalog setup
- Generic catalog and assignments

- BMC Remedy Approval Server
- Task Management System
- Email Rule Engine
- Email-based approvals

## Placement guide

- Tips to clear an Interview
- Common Interview questions and answers
- BMC Remedy Interview Questions and Answers
- Resume Building Guide
- Attempt for BMC Remedy Global Certification Exam
- Start applying for Jobs

# e-Learning through LMS

## Learning Management System

Our LMS (LearnPitch) is for the administration, documentation, tracking, reporting, automation, and delivery of educational courses, training programs, or learning and development programs.

Our LMS has been designed to identify training and learning gaps, using analytical data and reporting to keep you up with the class activities.

## Key Features Learning Management System



Live Sessions with Class recordings



Get study material with Assignments.



Track your curriculum covered.



Track your class wise attendance



Share your feedback for Trainer & Training



Get your Training Certificate from LMS





# Training **Certification**

## Earn Your **Certificate**

Your certificate and skills are vital to the extent of jump-starting your career and giving you a chance to compete in a global space.



# Croma Campus! Reviews



"The most rewarding part of my experience has been achieving a prestigious certification in the subject that I love. Moreover, the training offered out by the specialists are of world-class and prepares out the students for corporate world. For me Croma Campus means a lot."

*"By The  
Students  
For The  
Students,,*

## Your Success Is **Our Story**



**Bharat**

"I am fully satisfied with the excellent training services received by the expert staff at Croma Campus. I want to thank Croma Campus for providing me with the most innovative and affordable training services for learning all the software testing procedures and guidelines. "



**Ankit**

"It was a lifetime experience for me to get trained by IT Experts of Croma Campus. What I liked most about the training was the consistent high-quality education, which was friendly and co-active. The placement department was also proactive, they keep me updated regarding new job opportunities and provide the grooming session to crack the interview. At last, I would like to thank all faculty members of Croma Campus for their immense help and support. "



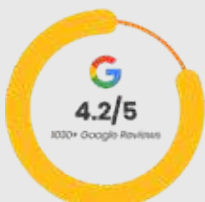
**Nitesh**

"Without any second thought, I will give Croma Campus 10/10. Their placement department is highly proactive. I remember they started scheduling interviews for me from the very next day when I told them my course has been completed. These people are doing a phenomenal job and I highly recommend Croma Campus to everyone. "



**Shams Khan**

"Croma Campus is doing a phenomenal job in the IT training industry. The reason why I decided to join their training program was that they provide quality training at very a nominal price. Plus, the online training mode was also a factor due to which I decided to join the training program of Croma Campus as I didn't want to attend physical classes. "



# Meet Our Team



## Sales Team

Our Sales team is highly passionate, emphatic, positive attitude, great listening skills, ability to deliver quick solutions, and they are multitasker too. Our team always remains up-to-date about all the latest technologies and market trends. With effective communication skills, they always work to deliver the right information to customers when it is needed.



## Product Team

Our product team is highly functional and collaborative working together to achieve the common outcome of designing exceptional digital experiences. Each of our members is a contributor to help us achieve success in long-run. Sitting at the high-end of technology and innovation, team helps to deliver high-end customer experiences and always comes out with a big idea as a game-changing plan.



## Marketing Team

Our Marketing team works as gladiators and helps us to achieve business success in all possible ways. They are included in almost everything either it is building a brand, creating brand awareness, promoting products or services, delivering trailblazing customer experiences or increasing engagement at public forums. They are the true backbone of the Company.



## Content Team

Our content team is responsible for ideation, creation, optimization, and distribution of content throughout the company. The team always starts its work with a strategy, how to create high-quality contents, and how to promote or share the content. Our in-house content team help us to produce all types of contents either they are educational content pieces, marketing content, SEO content, or any other forms too.



## Customer Access Team

This is the team that has actually been taken up us from reactive state to a pro-active state. The team utilizes high-valued solutions to satisfy customers in all possible ways. It is truly said that no company can succeed if your customers are not satisfied. And our customer success team is dedicatedly working to keep all the customers satisfied and we always consider our customer feedback on priority.



## HR Team

Our HR team is committed to provide high-end solutions to employees as they require. Our HR team has the right skills and knowledge to make sure that the HR department can always be legally and strategically successful. They know how to keep employees motivated all the time with the best HR policies and fun activities too from time to time.





# Glimpse Of Our Office

## Look **Who We are**

Our office's infrastructure comprises all the necessary software and network resources that are required to deliver IT & Design, Human Resources, Digital Marketing, and training services.

We are well-equipped with bright designed work bays for employees and managers having separate cabins with spacious cafeteria and training classrooms.



# About Croma Campus

“ Our Mission is to Build Nation through Education & Beyond Limitation. ”

Croma Campus Training & Development Private Limited is an education platform providing rigorous industry-relevant programs designed and delivered in collaboration with world-class faculty, industry & Infrastructure. In the past 12 years we have trained 18000+ candidates and out of which we are able to place 12000+ professionals in various industries successfully.

We Are  
Affiliated  
With Different  
Partners



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