



BMC REMEDY AR SYSTEM 7.6.04: FOUNDATION – PART 2

COURSE CODE

» RSMG-ARF2-0764

PRODUCT RELEASE

» BMC Remedy Action Request System v7.6.04

DELIVERY METHOD

» Instructor Led Training (ILT)
» Instructor Led Online (ILO)

COURSE DURATION

» 5 Days

TARGET AUDIENCE

» Administrators
» Developers

PREREQUISITES

» *BMC Remedy AR System 7.6.04: Foundation – Part 1 (WBT)*

COURSE OVERVIEW

In this course, you learn how to administer and build applications in AR System 7.6.04. Through a combination of lecture and lab exercises, you learn how to perform the tasks of an AR System administrator, from managing user access to maintaining an application. In addition, you learn how to develop and customize basic AR System objects.

The first module of this course consists of a quiz that provides an opportunity for you to demonstrate your proficiency of the knowledge and skills learned in the *BMC Remedy AR System 7.6.04: Foundation – Part 1* online training.

From the second course module onward, you play the roles of an AR System administrator and a developer at Venizyne, a fictitious enterprise. You will help build and administer an application that automates the Venizyne vacation management process.

IMPORTANT: Included in this course is the examination for *BMC Certified Administrator: BMC Remedy AR System 7.6.04* certification. Taking the exam and pursuing certification is optional, however all students enrolled in the *BMC Remedy AR System 7.6.04: Foundation – Part 2* course automatically are enrolled in the exam.

Following the completion of the *BMC Remedy AR System 7.6.04: Foundation – Part 2* course, you will have three weeks to take the BMC Certified Administrator certification examination online. You can take the exam twice within this period. Those who pass will receive the title of *Certified Administrator: BMC Remedy AR System 7.6.04*. Those who do **not** take the exam within this timeframe, or do not pass after two attempts within this timeframe, will not be granted a retake.

For more information, visit the [BMC Remedy AR System 7.6.04 Certifications](#) page.

COURSE OBJECTIVES

- » Manage access control and AR System licenses
- » Perform common administrative tasks using the AR System Administration Console
- » Create AR System objects by using BMC Remedy Developer Studio
- » Build AR System forms, fields, and menus to meet business data requirements
- » Build AR System active links that automate system responses to user actions
- » Build AR System filters that enforce business rules
- » Build time-based escalations
- » Customize an application for the Web
- » Use log files for evaluating performance and identifying performance issues
- » Identify the best practices in optimizing AR System 7.6.04

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COURSE ACTIVITIES

- » Lecture
- » Case Study
- » Interactive Labs
- » End of Course Exam

CERTIFICATION PATH

- » This course is part of the BMC Remedy AR Skilled 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	REVISITING THE AR SYSTEM 7.6.04 FOUNDATION COURSE	2	EXPLORING THE VENIZYNE SCENARIO
<ul style="list-style-type: none"> » Review concepts learned in <i>BMC Remedy AR System 7.6.04: Foundation – Part 1</i> course 		<ul style="list-style-type: none"> » Understand the Venizyne case study » Understand the course flow 	
3	CREATING AND SETTING UP APPLICATIONS	4	CREATING AND CUSTOMIZING AR SYSTEM OBJECTS
<ul style="list-style-type: none"> » Creating a deployable application » Creating AR System groups » Creating AR System users » Creating AR System roles » Configuring the Server Information form » Specifying default permissions » Setting up the password policy » Setting up AR System preferences 		<ul style="list-style-type: none"> » Creating a regular form » Adding a panel to a regular form » Adding fields to a regular form » Adding an image to the vacation request form » Creating an active link » Using the Message action » Using the Commit Changes action to submit requests » Using the Notify action in filters » Creating and using a Display Only form » Using filters to enforce company policies » Using Open Window and Push Fields actions in active links » Using escalations in AR System » Creating menus in AR System » Using Join Forms in AR System » Creating a results list field » Creating home pages in AR System » Creating Form Views and adding attachments 	
5	MAINTAINING APPLICATIONS IN AR SYSTEM	6	APPENDIX A: PERFORMANCE TUNING AND TROUBLESHOOTING
<ul style="list-style-type: none"> » Configuring row level access » Using an Assignee Group for access control » Using Dynamic groups » Creating a Computed group » Defining a Form results list » Creating Indexes in AR System » Creating an archival process in AR System » Creating an auditing process in AR System » Exporting AR System data » Exporting AR System objects 		<ul style="list-style-type: none"> » Understanding need for performance goals » Creating AR System log files » Creating effective forms » Monitoring AR System environment 	