



# BMC Remedy AR System 7.1 Learning Path

You have recently purchased BMC Remedy Action Request System 7.x. Now, you and your team need training on this dynamic solution to ensure that you are getting your best ROI. BMC Educational Services offers role-specific learning paths for the various professionals within your organization using BMC Remedy AR System 7.1. Review the various roles and courses required to ensure you are getting the most out of your BMC investment.

## Maximizing your Investment

Let BMC Educational Services teach your IT staff how to align people, processes, and technology so you can deliver high-quality IT services that meet business needs.

## Certification

BMC Educational Services offers a Skilled Professional certification for BMC Remedy AR System v7.1. This certification validates BMC Remedy AR System proficiency by testing candidate skills through an intensive online examination proctored at a BMC Training facility. Review the chart for course requirements.

## BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. Visit [www.bmc.com](http://www.bmc.com) for more information

## Roles and Responsibilities

### Administrators

- » Maintain and configure the BMC Remedy AR System server
- » Modify existing workflow or build additional workflow on a limited basis

### Developers

- » Design, test, deploy, and troubleshoot BMC Remedy AR System applications as determined by the assessed needs of a business

### Managers

- » Oversee the usage and implementation of BMC Remedy AR System applications, as well as those that use the solution
- » Functional manager, line-of-business manager, or supervisor

Course Name	Administrator	Developer	Manager
BMC Remedy AR System 7.x: Administering - Part 1 (WBT)	☑	☑	☑
BMC Remedy AR System 7.x: Administering - Part 2	☑	☑	
BMC Remedy AR System 7.x: Administering - Part 3	☑	☑	
BMC Remedy AR System 7.x: Performance Tuning and Troubleshooting	✓	☑	
BMC Remedy AR System 7.x: Application Requirements Analysis, Design & Development		☑	
Certifications	N/A	BMC Remedy AR System Skilled Professional	N/A

☑ - Required    ✓ - Recommended

## For More Information

To learn more about the BMC AR Systems v7.1 learning path, please visit [www.bmc.com/education](http://www.bmc.com/education).

