



# BMC Remedy AR System 9.1: Basic Development

## COURSE ABSTRACT

### COURSE CODE

» SPPT-ARBD-0910

### APPLICABLE VERSIONS

» BMC Remedy 9

### DELIVERY METHOD

» Instructor-led Training (ILT)

### COURSE DURATION

» 4 Days

### PREREQUISITES

» *BMC Remedy AR System 9.1:  
Administering*

## Course Overview

This course combines classroom instruction with laboratory exercises to guide students through basic development using Developer Studio. They will leave the course with enough development experience to take a course on how to customize ITSM applications.

The lab exercises contain scenarios that simulate real world requirements. By the end of the course, the student will have built deployable applications, forms, and workflow.

**IMPORTANT:** Included in this course is the examination for **BMC Accredited Developer: BMC Remedy AR System 9.1**. Taking the exam and pursuing accreditation is optional, however all students enrolled in the *BMC Remedy AR System 9.1: Basic Development* course are automatically enrolled in the exam. You will have two attempts to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Accredited Developer: BMC Remedy AR System 9.1**.

## Target Audience

- » Developers
  - AR Application Developers
  - ITSM Application Developers

## Course Objectives

- » Create custom objects using Developer Studio
- » Set object permissions
- » Explore form definitions
- » Create active links, filters, and escalations
- » Create active link and filter guides
- » Explore tables and workflow related to tables
- » Understand how to deploy an application



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### COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises
- » Quizzes
- » Demonstration


### BMC ITSM LEARNING PATH

- » <http://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html#A-7>

### ACCREDITATION AND CERTIFICATION PATHS

- » This course is part of the BMC Remedy AR System 9.1 Accreditation Path.

### DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » Contact us for additional information 

## Course Modules

### Module 1: Developer Studio

- » Developer Studio preferences
- » Create objects
- » Search for objects
- » Outline feature
- » Switch perspectives
- » Change modes
- » Custom and origin objects
- » Overlay options

### Module 2: Controlling Access

- » 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

### Module 3: Creating Applications

- » Create an application object
- » Describe application properties
- » Create custom application states
- » Export object definition files

### Module 4: Forms

- » Form types
- » Create and manage views
- » Form definitions
- » Association object and archiving

### Module 5: Fields

- » Create and manage fields
- » Organize and align fields on a form

### Module 6: Developing Workflow

- » Understand the difference between an active link, filter, and escalation
- » Workflow actions
- » Create, rename, and delete workflow objects
- » Assign permissions to workflow objects
- » Workflow logs
- » Event Navigator
- » Workflow Execution Viewer

### Module 7: Active Links

- » Common actions used in active links
- » Push and commit actions
- » Dynamic set field action

- » Dynamic push field action
- » Workflow to Send an event
- » Workflow to Exit an application

### Module 8: Filters

- » Execution Options
- » Transition and Database values
- » Filter Phases

### Module 9: Escalations

- » Execution Options
- » Escalation Pools

### Module 10: Menus

- » Character
- » File
- » Search (Including content sensitive)
- » SQL
- » Data Dictionary

### Module 11: Tables

- » Types of tables
- » Special tables
- » Dynamic qualifications
- » Server Side Tables
- » Table Refresh

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### Module 12: Guides

- » Planning Guides
- » Creating computational guides

### Module 13: Skins Administration

- » Skins Administration Console

### Module 14: Application Deployment

- » Packing Lists
- » Object definition files
- » Application data export

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