

# BMC Helix – Smart IT 20.x: Administrator



## About the Product:

Smart IT sets a new standard for the modern workplace with an intuitive, social, and mobile Service Desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles. The users will be equipped with the knowledge to easily work with tickets, knowledge articles, assets, and the main features of Smart IT.

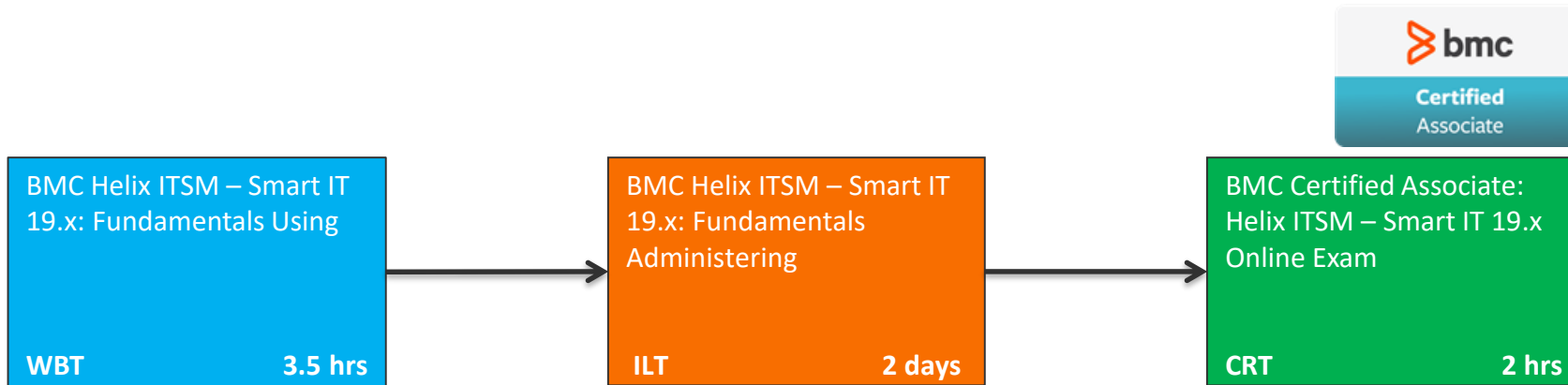
**Note:** For more information on a course, click the course box below.

## About the Training Target Group – Administrator Responsibilities:

- Configure Smart IT or performs other application related administrative functions
- Manage Screen Configuration and Knowledge Template Styles of Smart IT

**Recommended for:** Administrators

**Applicable Versions:** 19.02, 19.08, 20.02



# BMC Helix – Smart IT 20.x: User



## About the Product:

Smart IT sets a new standard for the modern workplace with an intuitive, social, and mobile Service Desk experience to enable a more knowledgeable and collaborative workforce organized around IT roles. The users will be equipped with the knowledge to easily work with tickets, knowledge articles, assets, and the main features of Smart IT.

**Note:** For more information on a course, click the course box below.

## About the Training Target Group – User Responsibilities:

Any Smart IT user who performs one or more of the following jobs in your organization:

- Service Desk Agent, 1st and 2nd Line Support Agent, or Field Support Agent
- Problem Manager, Problem Coordinator, Problem Submitter, or Problem solution implementers
- Knowledge articles creation, management, and administration
- Asset (CI) creation, updates and Asset inventory management

**Recommended for:** Users

**Applicable Versions:** 19.02, 19.08, 20.02

