



BMC Helix Digital Workplace 19.x: Fundamentals Catalog Administering – Part 2

COURSE ABSTRACT

COURSE CODE

» SPPT-DWC2-1902

APPLICABLE VERSIONS

- » BMC Digital Workplace Catalog 18.02, 18.05, 18.08, 18.11, and 19.02
- » BMC Helix Digital Workplace 18.02, 18.05, 18.08, 18.11, and 19.02

DELIVERY METHOD

- » Instructor-led Training (ILT)

COURSE DURATION

- » 5 Days

PREREQUISITES

- » BMC Helix Digital Workplace 19.x: Fundamentals Catalog Administering – Part 1 (WBT)

RECOMMENDED TRAININGS

- » BMC Digital Workplace 19.x: Fundamentals Administering

Course Overview

BMC Helix Digital Workplace offers two applications, Digital Workplace Client and Digital Workplace Catalog. BMC Digital Workplace Catalog is an enterprise app store solution designed to be the center of your digital workplace. BMC Digital Workplace Catalog integrates with external fulfillment systems through service connectors, custom interfaces to enable communication between the catalog application platform and the different fulfillment systems.

This instructor-led course provides students with the information and hands-on lab exercises they need to begin configuring and administering BMC Digital Workplace Catalog.

Note: This course will cover all the BMC Digital Workplace Catalog concepts. All the concepts related to BMC Digital Workplace applicable for the Basic and Advanced product licenses are covered in the *BMC Digital Workplace 18.x: Fundamentals Administering* training.

IMPORTANT: Included in this course is the examination **BMC Certified Professional: BMC Helix Digital Workplace 19.x**. Taking the exam and pursuing certification is optional. You will have one attempt to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Certified Professional: BMC Helix Digital Workplace 19.x**.

Target Audience

- » Digital Workplace Catalog Administrator

Learner Objectives

- » Describe the BMC Digital Workplace Catalog benefits and features
- » Describe the BMC Digital Workplace Catalog architecture, data flow, and system requirements
- » Describe how to manage roles in BMC Digital Workplace Catalog
- » Learn how to use the BMC Digital Workplace Catalog Administration Console to complete administrative tasks in BMC Digital Workplace Catalog
- » Understand how to populate a Service Catalog to assist self-service users
- » Understand how to create categories, templates, and sub-catalogs
- » Describe how to create and manage services; virtual marketplace; and entitlements
- » Understand how to create the workflows and questionnaire for service fulfillment that can be used to send actions and fulfill service requests
- » Learn the use of connectors to integrate with connected systems such as Remedy, Active Directory, and REST
- » Review how to create service bundles, asset actions, and asset groups
- » Review how to use additional features available in BMC Digital Workplace Catalog including creating promotional banners; copying services; and importing services
- » Review troubleshooting tips and information to diagnose and address service catalog issues



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COURSE ACTIVITIES

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


BMC DIGITAL WORKPLACE LEARNING PATH

- » http://www.bmc.com/education/courses/myit_training.html

ACCREDITATION AND CERTIFICATION PATHS

- » This course is part of the BMC Helix Digital Workplace 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

Module 1: Introduction to BMC Digital Workplace Catalog

- » Describe BMC Digital Workplace Catalog
- » Describe Catalog Product Architecture
- » Describe Product Version Check
- » Describe Administrative Roles and Consoles
- » Explain Integration with BMC Digital Workplace
- » Connect your Catalog to External Systems
- » Integrate Catalog with Remedy with Smart IT

Module 2 Service Catalog – Preconfiguration

- » Describe Enhanced Service Catalog
- » Create and Manage Service Catalog
- » Create and Manage Service Categories
- » Create and Manage Service Templates
- » Create and Manage Sub-catalog

Module 3: Service Catalog

- » Create a New Service
- » Add a Simple Workflow
- » Define Service Level Agreement (SLA)

- » Make Cost and Quantity Adjustments
- » Publish and Approve a Service
- » Describe Service Versions and Revisions
- » Create and Manage Service Versions and Revisions
- » Describe Virtual Marketplace/Entitlements
- » Create and Manage Virtual Marketplace
- » Add Services, Groups, and Users to Virtual Marketplace
- » Distribute Service Items into Virtual Marketplaces as Asset Manager

Module 4: Service Catalog – Fulfillment

- » Service Fulfillment Options
- » Describe External Link Fulfillment
- » Create and Manage External Fulfillment
- » Describe the Workflow Designer
- » Describe Internal Workflow Concepts
- » Create and Manage Workflows
- » Create and Manage Questions

Module 5: Workflow Using Remedy Connector

- » Describe Workflow Best Practices

- » Describe Workflow Actions Available Through the Remedy Connector
- » Create Basic Workflow Using Remedy Connector to Create an Incident, Work Order, and Change Request
- » Create Basic Workflow with Management-Level Approvals

Module 6: Application Settings and Reports

- » Enable the following setting:
 - Questions to Share Responses Between Multiple Services in The Same Cart
 - Quick Request View for Enhanced Services and Bundles
 - Default Limit for OBO Users in a Multi-User Request Questionnaire
 - Multi-Word Search for Enhanced Catalog Items in BMC Digital Workplace
 - Search for Service Requests by Submitted Responses
- » Define and View Different Reports

Module 7: Workflow Using Other Connectors

- » Describe Service Connectors
- » Configure Active Directory Connector

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- » Create Active Directory Connector Workflows
- » Configure REST Connector
- » Create REST Connector Workflows

Module 8: Asset Groups and Service Actions

- » Create and Manage Asset Groups
- » Display Assets on the My Stuff Page
- » Create Service Actions
- » Create Workflow for Service Actions
- » Create Questions for Service Actions

Module 9: Service Catalog – Additional Configuration

- » Describe Bundles
- » Create and Manage Bundle
- » Design and Create Workflow for a Bundle
- » Create Questions for Bundle
- » Create Promotional Banner

- » Copy Services from One System to Another System
- » Import Service Catalog Items
- » Import Services from SRM
- » Import Categorization

Module 10: Troubleshooting

- » View Request Status and Errors on the Digital Workplace Catalog Console
- » Stop and Start Digital Workplace Catalog Server
- » Enable Logging in Digital Workplace Catalog
- » Review the Digital Workplace Catalog Logs in Text Editor
- » Monitor the Service Request Interaction in Real Time
- » Investigate Issues with the Integration Script

Module 11: Workflow Using Remedy Connector – Advanced Use Case

- » Define an Advanced Remedy Connector Workflow With:
 - Request Fulfillment Using Multiple ITSM Records
 - Conditional Statement Used to Dynamically Determine Condition Execution
 - Elements to Update the Incident with Values
 - Element to Send a Notification to the Service Catalog Manager
 - Non-Blocking Join (Exclusive Gateway) To Join Multiple Paths and Improve Workflow Readability