

DIGITAL SERVICE MANAGEMENT

BMC Helix Dashboards 23.x: Fundamentals Using (WBT)

[Learning Path >](#)

Course Code: ASSR-HDUS-2340

| Modality | Duration | Applicable Versions | Target Audience |
|--------------------------|--------------|---------------------------|--|
| Web-based Training (WBT) | 3 Hours/Days | BMC Helix Dashboards 23.4 | <ul style="list-style-type: none">Reporting UsersReporting Administrators |

Course Overview

BMC Helix Dashboards is a service on the BMC Helix Portal that can be used to create interactive dashboards for your environment. It can be accessed from BMC Helix Portal and is available for SaaS as well as On-premise customers.

BMC Helix Dashboards uses Grafana as the underlying solution and enables you to customize the dashboards in multiple ways to gain valuable insights into your environment. It offers unified reporting and gives you a consolidated view of data from applications across your environment. You can easily create, export, and share interactive dashboards with users within or outside your environment.

This course is applicable to all the BMC Helix Dashboards users who will be guided to learn the step-by-step process of creating various dashboards for applications like ITSM, BHOM and so on. They will learn about the configuration of panels, queries, annotations, variables, library panels, Calculated fields, and links. They will also learn about scheduling reports. Additionally, they will get insights on the various Administration settings and visualization plugins available in BMC Helix Dashboards. Some advanced use cases like defining drill-through links and reverse cross-launch links will be explained as well. Finally, a dashboard design use case for each of the three major Query types: Events, Metric, and Service Management will be explored in detail.

Prerequisites

- NA

Recommended Trainings

- BMC Helix Dashboards: Overview (WBT)

Learning Objectives

- BMC Helix Dashboards overview
- Navigate the console and user interface
- Understand how to set up a dashboard
- Explore panel queries and Panel options
- Explore the Query inspector
- Work with annotations, tags, library panels, and Transform functions
- Utilize out-of-the-box Calculated fields and custom Calculated fields
- Create a dashboard using the drill-through link function
- Define reverse cross-launch links for ITSM
- Define variables and understand the types of variables
- Understand the capabilities of BMC Helix Dashboards by creating good visualizations
- Explore the BMC Out-of-the-box visualization plugins
- Explore the third-party visualization plugins
- Visualize data as Charts, Grids, Records, Rows of repeating panels
- Work with the Time series visualization
- Configure scheduled reports » Create a dashboard each for the Events, Metric, and Service Management Query types
- Work with Administration settings

Course Modules

Module 1: Introduction to BMC Helix Dashboards

- Overview of BMC Helix Dashboards
- Navigate the console
- Use the Self-help Widget
- Edit your Home page dashboard
- Understand how to set up a dashboard
- Overview of panel queries
- Add a panel to your dashboard
- Explore various panel options
- Share a dashboard panel
- Explore a query
- Overview of Query inspector
- Use the Explore feature

Module 2: Working with BMC Helix Dashboards

- Defining annotations and tags
- Add, edit, and delete an annotation
- Use pre-defined Calculated fields and custom Calculated fields
- Define variables and types of variables
- Export and import a dashboard
- Add, edit, and delete links
- Define a drill-through link for dashboards
- Define a reverse cross-launch for ITSM application
- Work with library panels and playlists
- Leverage the capabilities of BMC Helix Dashboards by creating good visualizations
- List the out-of-the-box BMC and third-party visualization plugins provided
- Visualize data as Charts in panels
- Visualize data as Grids in panels
- Visualize data as Records in panels
- Visualize data as a combination of Charts and Graphs in panels
- Visualize data as Rows of repeating panels
- Describe the Time series visualization
- Use Advanced Transform functions
- Work with scheduled reports
- Add, edit, and delete a report schedule

Module 3: Building Dashboards

- Create Events Query type dashboard with multiple panels
- Create a Metric Query type dashboard with the use of variables
- Analyze the capacity of your resources using BMC Helix Dashboards
- Create a Service Management Query type dashboard containing Join forms and predefined functions

Module 4: Exploring the BMC Helix Dashboards Administration Settings

- Work with all Administration settings including Data Sources, Users, Teams, and Default Preferences
- Manage dashboard permissions
- Manage folder permissions
- Add company branding to all scheduled reports
- Control the recipient lists of all scheduled reports

Discount Options

Have multiple students? Contact us to discuss hosting a private class for your organization.

Contact us for additional information 