BMC Helix Business Workflows 21.x: Fundamentals Administering - Part 1

COURSE ABSTRACT

COURSE CODE
» SPPT-BWF1-2105

APPLICABLE VERSIONS
» BMC Helix Business Workflows 21.05

DELIVERY METHOD 🌐
» Instructor-led Training (ILT)

COURSE DURATION
» 3 Days

PREREQUISITES
» NA

RECOMMENDED TRAINING
» BMC Helix Business Workflows 21.x: Fundamentals Using (WBT)

Course Overview

BMC Helix Business Workflows is a cloud-native case management application for all lines of business. It provides services to employees in a scalable, managed, and automated way. Built on BMC Helix Innovation Studio, it provides the ability to create automated workflows without writing code and tailor the user interface to meet the organization's need.

In this course, you will learn about the basic concepts of BMC Helix Business Workflows. You will also learn about configuring a line of Business cases, and templates. In addition to this, you will understand how to use BMC Helix Digital Workplace Catalog Service Requests to automatically create cases. You will also learn about questionnaires, dynamic case fields, implementing business processes.

This course combines classroom instruction with laboratory exercises to guide students through the basic concepts and configurations of BMC Helix Business Workflows.

Target Audience
» Administrator
» Case Business Analyst

Learner Objectives
» BMC Helix Business Workflow features and functionalities
» Explain the concept of BMC Helix Business Workflows for a line of business
» Configure a line of business
» Describe the various roles and responsibilities
» Explain the concept of data access model
» Define basic services and make them available to employees
» Create and manage case and task templates
» Explain how BMC Helix Digital Workplace and BMC Helix Business Workflows work together
» Create questionnaires and dynamic case fields in BMC Helix Digital Workplace
» Configure dynamic assignments
» Configure approvals
» Configure Service Level Targets

For more information about BMC Education Services, visit **www.bmc.com/education**.

BMC Helix Business Workflows 21.x: Fundamentals Administering - Part 1

COURSE ABSTRACT

COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises

BMC HELIX BUSINESS WORKFLOWS LEARNING PATH

- » Not applicable

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: Getting Started with BMC Helix Business Workflows

- » Introduction to BMC Helix Business Workflows
- » BMC Helix Business Workflows architecture
- » BMC Helix Business Workflows roles and responsibilities
- » Navigating BMC Helix Business Workflows

Module 2: Configuring a Line of Business

- » Concept of line of business
- » Configuring a new line of business

Module 3: Foundation Data and Data Access Model

- » Associating foundation data with a line of business
- » Overview of data access model
- » Configure and verify the data access model

Module4: Managing Cases and Tasks

- » Overview of case and task management
- » Case types and lifecycle
- » Creating case template
- » Updating case templates
- » Task types and lifecycle
- » Creating task template
- » Task flow and types of task execution
- » Introducing the task flow designer
- » Adding a static assignment to the case template

Module 5: Automatic Case Creation via BMC Helix Digital Workplace Catalog Service Requests

- » Relation between the BMC Helix Digital Workplace Catalog to BMC Helix Business Workflows
- » Configuring service connectors

- » Process of enabling case creation via a service request
- » Creating service questionnaires
- » Adding a dynamic field to a case template
- » Adding a dynamic field to a task template
- » Overview of automatic case assignment
- » Methods of configure automatic case assignment
- » Configuring assignment mapping
- » Changing static assignment to dynamic assignment
- » Configuring Service Targets

Module 6: Configuring Approvals

- » Overview of approvals
- » Defining a chain of approvals
- » Create an approval mapping

For more information about BMC Education Services, visit **www.bmc.com/education**.