BMC Helix Digital Workplace Advanced 20.x: Fundamentals Administering (ASP)

COURSE ABSTRACT

COURSE CODE
» SPPT-DWAA-2002-ASP

APPLICABLE VERSIONS
» BMC Helix Digital Workplace 19.08, 19.11, and 20.02

DELIVERY METHOD 🌐
» Assisted Self-paced (ASP)
– Student and lab guide as eBook
– Product community for questions and answers
– Course recording via WBT
– Access to instructor for up to 2.5 hours by appointment (use within 90 days of registration)

VIRTUAL LAB ACCESS
» 12 hours of virtual lab access time available from date of registration on course for 90 calendar days.
» Click **here** for additional ASP virtual lab access information in graphical format.

COURSE DURATION 🌐
» Equals to 2 Days

PREREQUISITES
» BMC Helix Digital Workplace Basic 20.x: Fundamentals Administering

RECOMMENDED TRAININGS
» NA

Course Overview

BMC Helix Digital Workplace offers two applications, Digital Workplace and Digital Workplace Catalog. BMC Digital Workplace is a self-service application for business users to connect with IT and HR anywhere, anytime, on any device. Employees can use any supported mobile device or desktop browser for self-service, to enter trouble tickets, and to contact IT. With BMC Digital Workplace Advanced, employees can monitor the status of services and schedule appointments to meet with IT.

This course provides students with the information and hands-on lab exercises they need to begin configuring and administering BMC Digital Workplace for the **Advanced** license.

Note: The BMC Digital Workplace Catalog concepts applicable for the **Advanced** product license are covered in the following courses:
» *BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 1*
» *BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 2*
» *BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 3*

Target Audience
» BMC Digital Workplace Administrator

Learner Objectives
» Understand how different BMC applications integrate with BMC Digital Workplace
» Configure Multitenancy
» Configure Sub-tenants
» Set up locations
» Add assets and create actions
» Add services and create actions
» Set up Help Desk, Contacts, and Calendars
» Rebrand application using branding tool for single tenant and multiple tenants
» Create custom page
» Perform health check and diagnostic utility

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

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COURSE ACTIVITIES
» Video Coaching
» Course eBook
» Virtual Lab
» Community Access
» Hands-on Lab Exercises

BMC DIGITIAL 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: BMC Digital Workplace Architecture and Integrations
» Describe various BMC Digital Workplace deployment scenarios and related architecture
» Understand the integration of BMC Digital Workplace with some BMC applications

Module 2: Configuring BMC Digital Workplace
» Verify and enable google map licenses
» Configure multitenancy
» Managing BMC Digital Workplace Subtenants as Super Administrator
» Updating Attachment Settings for Service Requests

Module 3: Configuring Locations, Assets, Services, and Calendar
» Set up locations
» Add assets and create actions
» Add multiple assets:
  – By importing CSV files
  – By importing assets from BMC CMDB
» Add services and create actions
» Set up Help Desk calendars

Module 4: Rebranding BMC Digital Workplace
» Rebrand the BMC Digital Workplace Console using the Rebranding tool:
  – Master Tenant
  – Subtenant
» Create a custom page

Module 5: Health Check Utility and Diagnostic Utility
» Run the Health Check Utility
» Run the Diagnostic Utility
» Perform some general troubleshooting tasks
» View BMC Digital Workplace Active User list for a Multi-tenant environment

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