



BMC Helix Digital Workplace Advanced 20.x: Fundamentals Administering

COURSE ABSTRACT

COURSE CODE

- » SPPT-DWAA-2002

APPLICABLE VERSIONS

- » BMC Helix Digital Workplace 19.08, 19.11, and 20.02

DELIVERY METHOD



- » Instructor-led Training (ILT)

COURSE DURATION



- » 2 Days

PREREQUISITES

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

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 instructor-led 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 Administrators

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

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COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises

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: 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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