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BMC Helix Digital Workplace 22.x: Fundamentals Administering for Advanced License

COURSE ABSTRACT

COURSE CODE
» SPPT-DWAA-2210

APPLICABLE VERSIONS
» BMC Helix Digital Workplace Advanced 21.02, 21.05 and 21.3
» BMC Helix Digital Workplace 22.1

DELIVERY METHOD 🌐
» Instructor-led Training (ILT)

COURSE DURATION
» 4 Days

RECOMMENDED TRAINING
» BMC Helix Digital Workplace 22.x: Fundamentals Using (WBT)

Course Overview

BMC Helix Digital Workplace offers two applications, BMC Helix Digital Workplace Advanced and BMC Helix Digital Workplace Catalog. BMC Helix 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, raise trouble tickets, make appointments to meet, and contact IT. Administrators can rebrand the application, set up impersonation, set up locations, floor maps, and assets, monitor the status of services, create reports, create broadcasts for user groups, schedules, and locations, customize notification templates, set up alternate approvals and work with logs for troubleshooting.

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

Note: The BMC Helix Digital Workplace catalog features are covered in the following courses:
» *BMC Helix Digital Workplace Catalog 22.x: Fundamentals Concepts (WBT)*
» *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
» Administrators

Learner Objectives
» Describe BMC Helix Digital Workplace overview and features
» Explore the product roles and administrative functions
» Understand multitenancy and subtenants
» Understand BMC Helix Digital Workplace Integrations
» Rebrand the User Interface
» Configure localization
» Set up the Catalog page
» Set up help Desk Appointments
» Set BMC Helix Digital Workplace end user features
» Configure the Search functionality
» Enable Self-help Resources
» Set up locations
» Add and manage assets and create actions
» Add services and create actions
» Configure approvals for business approvers
» Configure and customize status updates and notifications for end users
» Create broadcasts in BMC Helix Digital Workplace and Smart IT
» Generate Active User and Self Registered User Reports
» Work with logs

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

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COURSE ABSTRACT

COURSE ACTIVITIES
» Classroom Presentations
» Hands-on Lab Exercises

BMC HELIX DIGITAL WORKPLACE LEARNING PATH
» http://www.bmc.com/education/courses/myit_training.html

CERTIFICATION PATH 🌐
» This course is part of the **BMC Certified Professional: Helix Digital Workplace 22.x for Administrators** 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: Getting Started with BMC Helix Digital Workplace
» Understand BMC Helix Digital Workplace concepts and features
» Identify BMC Helix Digital Workplace version and license entitlements
» List the product roles
» Explore the functions of an administrator
» Discuss BMC Helix Digital Workplace Use cases

Module 2: Granting Access to BMC Helix Digital Workplace
» Set up Admin Authentication
» Understand Multitenancy
» Explore the list of providers
» Understand BMC Helix Digital Workplace Integrations

Module 3: Configuring the User Interface
» Rebrand the user interface
» Set up the Catalog page
» Set up Contact IT button
» Create General help contacts
» Browse Categories button
» Configure Landing Page
» Set Help Desk Appointments
» Configure Localization

» Customize Appointment, Catalog, Global Search, My Activity and My Stuff tabs
» Add Privacy Notice and Policy

Module 4: Managing End User Features
» Manage end user Profile Data
» Set Menu bar features - Shopping cart and Live Chat
» Configuring Impersonation View
» Configure end user display settings
» Configure fulfilment details of requests
» Update attachment settings of requests
» Enable Sign Out option
» Enable Cancel Request option
» Enable Request again
» Reopening a Request
» Set Priority Labels for requests
» Manage posts and social activities
» Configure the Search functionality

Module 5: Enabling Self Help Resources
» Enable and configure Self Help Resources
» Work with Knowledge Articles
» Create Catalog section for Knowledge Articles
» Specify Search Logic for BMC Helix ITSM:Knowledge Management Records
» Describe integration with BMC Helix ITSM: Knowledge Management

» Enable/Disable Similar Knowledge Article Option
» Create how-to resources of external links
» Hide URLs on the Catalog tab and in Search Results

Module 6: Configuring Locations, Assets, and Services
» Verify and enable Google map licenses
» Set up locations and floor maps
» Add assets and create asset actions
» Add multiple assets
» Make Asset room reservations
» Create Asset actions
» Action Tags and Asset Tags
» Create Asset Profile Links to Self-help Resources
» Manage Assets
» Configure Crowdsourced assets
» Add services
» Configure Service health
» Set Service Health Status

Module 7: Notifications and Broadcast Messages
» Configure status updates and default notification settings

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COURSE ABSTRACT

» Customize Email, Push and In-app Notifications

» Create broadcasts in BMC Helix Digital Workplace and Smart IT

» Understand the integration of broadcasts with BMC Helix ITSM and BMC Helix ITSM: Smart IT

Module 8: Configuring Approvals for Business Approvers

» Configure approvals for BMC Helix Digital Workplace

» Configure On Hold button for approval requests

» Reassign approvals

» Enable Comments for Approval Request Rejection

» Delegate business requests to alternate approvers

» Enable Change Request Approval Configuration

Module 9: Reporting and Troubleshooting

» Generate Active User reports

» Generate Self-Registered User Reports

» Google Analytics Tracking

» Work with logs

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