



BMC Helix Digital Workplace Basic 20.x: Fundamentals Administering

COURSE ABSTRACT

COURSE CODE

- » SPPT-DWAB-2002

APPLICABLE VERSIONS

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

DELIVERY METHOD



- » Instructor-led Training (ILT)

COURSE DURATION



- » 3 Days

PREREQUISITES

- » BMC Helix Digital Workplace 20.x: Fundamentals Using (WBT)

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 **Basic** license.

Note: The BMC Digital Workplace concepts applicable for the **Advanced** product license are covered in the following courses:

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

- » Describe BMC Digital Workplace system requirements
- » Describe BMC Digital Workplace overview, benefits, and features
- » Understand how BMC Service Request Management (SRM) integrates with BMC Digital Workplace
- » Manage the Search functionality
- » Change terminology used in the application
- » Configure BMC Digital Workplace features
- » Set up sections in catalog
- » Create broadcasts in BMC Digital Workplace
- » Set up service requests through SRM
- » Enable Surveys
- » Configure approvals for BMC Digital Workplace
- » Create resources and import articles from BMC Knowledge Management
- » Add Privacy Policy
- » Generate Active User Report using REST API and from Console for single tenant
- » Perform some general troubleshooting tasks
- » Understand data transfer between environments

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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 Certified Professional: Helix Digital Workplace 19.x** 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 Digital Workplace

- » Understand BMC Digital Workplace concepts and features
- » Identify BMC Digital Workplace version and license
- » Discuss BMC Digital Workplace use cases and related processes

Module 2: BMC Digital Workplace Requirements and Search Capability

- » Describe the BMC Digital Workplace system requirements
- » Understand the integration of BMC Digital Workplace with Remedy Service Request Management (SRM)
- » Describe the Search functionality

Module 3: Configuring Permission, Localization, and Application Functionality

- » Set up administrator authentication
- » Set default service request definitions for BMC Digital Workplace
- » Change terminology used in application
- » Change application functionality options

- » Explain how to configure email notifications
- » Create broadcasts

Module 4: Setting Service Requests and Surveys

- » Introduction to starter kit
- » Set up service requests through BMC Service Request Management
- » Configure on-behalf of rules for self-service requests
- » Specify the search logic for BMC ITSM records
- » Use custom icons
- » Map satisfaction surveys to service requests

Module 5: BMC Digital Workplace Approvals

- » Configure approvals for BMC Digital Workplace
- » Enable Change Request Approval Details in Smart IT
- » Delegate business request to alternate approvers
- » Enable Reassign, Confirmation Check, and Comments for Business Approvals

Module 6: Setting Catalog, Knowledge Articles, Help Desk, and Privacy Notes

- » Set up sections in Catalog
- » Create how-to articles in BMC Digital Workplace
- » Import articles from BMC Knowledge Management
- » Create General and Account contacts
- » Add Privacy Note and Policy

Module 7: Reporting and Troubleshooting BMC Digital Workplace

- » Review reports and active users list for Single Tenant
- » Work with logs
- » Perform some general troubleshooting tasks

Module 6: BMC Digital Workplace Data Import and Export

- » Explain data transfer between environments
- » Export data from the source tenant database
- » Import data to the target tenant database
- » Identify data transfer Issues

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