

## BMC HELIX DIGITAL WORKPLACE

# BMC Helix Digital Workplace 22.x: Fundamentals Administering for Basic License (SPT)


[Learning Path >](#)

Course Code: SPPT-DWAB-2210-SPT

## Modality

Self-Paced Training (SPT)

## Duration

Equal to 3 days

## Applicable Versions

BMC Helix Digital  
Workplace 21.3 and  
22.1

## Target Audience

- Administrators

## Course Overview

BMC Helix Digital Workplace is a self-service application for business users to connect with IT and HR anywhere, anytime, on any device. This course introduces the users to the key features, sets end-user functions, customizes the UI, enables self-service, configures product functionalities, and approves the application's basic license. For users who have upgraded from the 19.x version, this course introduces an improved deployment architecture with BMC Helix Innovation Suite and the mobile application for Android and Apple iOS.

Administrators can now configure any supported device for self-service, enter trouble tickets, enhance ticket fulfillment for user display, and contact IT. Through its integration with BMC Helix ITSM: Smart IT, it also provides an intuitive experience with Catalog, business approvals, notifications, knowledge articles, and the search function.

**IMPORTANT:** This Self-Paced Training (SPT) course contains only an instructor video that includes a demonstration of recorded lab exercises. This course offers closed captioning in five additional languages: French, Spanish, German, Portuguese, and Italian. The multilingual closed captioning is generated using artificial intelligence(AI) and machine translation so that more customers can benefit from our courses.

## Prerequisites

- BMC Helix Digital Workplace 22.x: Fundamentals Using (WBT)

## Learning Objectives

- Describe BMC Helix Digital Workplace overview and features
- Explore the product roles and administrative functions
- Understand the architecture of BMC Helix Digital Workplace
- Manage multitenancy and subtenants
- Understand BMC Helix Digital Workplace Integrations
- Rebrand the User Interface
- Set up Catalog page and privacy notes
- Customize the user preferences and their profile data
- Set BMC Helix Digital Workplace end-user features
- Configure the Search functionality
- Enable Self-help Resources
- Configure approvals for business approvers
- Configure status updates and notifications for end users
- Create broadcasts in BMC Helix Digital Workplace
- Generate Active User Reports
- Troubleshoot common issues

## Virtual Lab

- This class has an optional component of 3 hands-on lab days (12 hours) and an eBook. You may request an Education Lab Voucher (ELV) within the course curriculum to gain access to these resources. If your organization has available lab days remaining for the Enterprise Education Subscription, you will receive an email with your eBook and lab details within 1 business day
- With an Enterprise Education Subscription, an organization has access to a limited number of hands-on lab days annually. These lab days are shared between all employees of the organization. Additional hands-on lab days may be purchased in the event your organization has exceeded the allotted lab days for an Enterprise Education Subscription. Contact the Training Coordinator for BMC Training in your organization or [education@bmc.com](mailto:education@bmc.com) for assistance

## 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

### Module 2: Granting Access to BMC Helix Digital Workplace

- Set up Admin Authentication
- Understand Multitenancy and Subtenants
- 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 the Contact IT button
- Configure Localization
- Customize Catalog, Global Search, and My Activity tabs
- Add Privacy Notice and Policy

### Module 4: Managing End-User Features

- Manage end-user profile data
- Configure end-user display settings
- Configure fulfillment details of requests
- Update attachment settings of requests
- Enable Sign Out option
- Enable the Cancel Request option
- Reopening a Request
- Set Including Request ID on “Request Again”

- 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
- Describe integration with BMC Helix ITSM: Knowledge Management
- Enable/Disable Similar Knowledge Article Option
- Create how-to resources for external links
- Hide URLs on the Catalog tab and in Search Results

### Module 6: Notifications and Broadcast Messages

- Configure status updates and notifications for end users
- 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 7: Configuring Approvals for Business Approvers

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

### Module 8: Reporting and Troubleshooting

- Generating active user reports
- Work with logs

#### Discount Options

Have multiple students? Contact us to discuss hosting a private class for your organization.

Contact us for additional information 