



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

COURSE ABSTRACT

COURSE CODE

» SPPT-DWAB-2210

APPLICABLE VERSIONS

» BMC Helix Digital Workplace 21.3 and 22.1

DELIVERY METHOD

» Instructor-led Training (ILT)

COURSE DURATION

» 3 Days

RECOMMENDED TRAINING

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

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, setting end-user functions, customizing the UI, enabling self-service, configuring product functionalities, and approvals for the basic license of the application. For users who have upgraded from the 19.x version, this course brings in an improved deployment architecture with BMC Helix Innovation Suite and the mobile application for Android and Apple iOS.

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

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 basic license users.

Target Audience

» Administrators

Learner 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

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COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises

BMC HELIX DIGITAL WORKPLACE LEARNING PATH

- » http://www.bmc.com/education/courses/myit_training.html

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 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
- » Create General help contacts
- » 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 of 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

- » Generate active user reports
- » Work with logs

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