



# BMC Helix Digital Workplace 19.x: Fundamentals Administering

## COURSE ABSTRACT

### COURSE CODE

- » SPPT-DWAD-1905

### APPLICABLE VERSIONS

- » BMC Helix Digital Workplace 18.11, 19.02, and 19.05

### DELIVERY METHOD



- » Instructor-led Training (ILT)

### COURSE DURATION



- » 3 Days

### PREREQUISITES

- » BMC Digital Workplace 19.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.

**Note:** This course will cover the BMC Digital Workplace concepts applicable for the Basic and Advanced product licenses. The BMC Digital Workplace Catalog concepts are covered in the *BMC Helix Digital Workplace 19.x: Fundamentals Catalog Administering – Part 1* and *BMC Helix Digital Workplace 19.x: Fundamentals Catalog Administering – Part 2* courses.

**IMPORTANT:** The **BMC Certified Associate: Helix Digital Workplace 19.x** examination is included in this course. Taking the exam and pursuing certification is optional. You will have one attempt to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Certified Associate: Helix Digital Workplace 19.x**.

## Target Audience

- » BMC Digital Workplace Administrators

## Learner Objectives

- » Describe BMC Digital Workplace overview, benefits, and features
- » Describe BMC Digital Workplace architecture and system requirements
- » Understand how different applications integrate with BMC Digital Workplace
- » Configure BMC Digital Workplace
- » Configure Multitenancy
- » Set up service requests through BMC Service Request Management
- » Define Surveys
- » Configure approvals for BMC Digital Workplace
- » Set up locations and sections in catalog
- » Add assets and create actions
- » Create resources and import articles from BMC Knowledge Management
- » Set up Help Desk, Contacts, and Calendars
- » Deploy BMC Digital Workplace to users
- » Rebrand application using branding tool for single tenant and multiple tenants
- » Add Privacy Policy
- » Generate Active User Report using REST API and from Console
- » Perform some general troubleshooting tasks
- » List the steps to transfer data 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](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

- » BMC Digital Workplace overview, benefits, and features
- » Implement BMC Digital Workplace: Process Overview

### Module 2: BMC Digital Workplace Architecture and Integrations

- » BMC Digital Workplace architecture
- » BMC Digital Workplace system requirements
- » Understand integration of BMC Digital Workplace with BMC Service Request Management, BMC HR Case Management, BMC Digital Workplace Catalog, and BMC TrueSight Operations Management
- » Providers in BMC Digital Workplace

### Module 3: Configuring BMC Digital Workplace

- » Verify and enable map licenses
- » Set up administrator authentication
- » Set default service request definitions for BMC Digital Workplace
- » Localize titles and messages
- » Change terminology used in application

- » Change application functionality options
- » Configure multitenancy
- » Update user profile
- » Explain how to configure email notifications
- » Create broadcasts
- » Manage Social features and timelines

### Module 4: Requesting Services – Service Request Management

- » Introduction to starter kit
- » Set up Service Requests through BMC Remedy Service Request Management
- » Configure rules for self-service requests
- » Specify the Search logic for BMC Remedy IT Service Management records
- » Use custom icons
- » Configure Satisfaction surveys for BMC Service Request Management service requests

### Module 5: BMC Digital Workplace Approvals

- » Configure approvals for BMC Digital Workplace
- » Configuring Approval Notifications

- » Delegate business request to alternate approvers
- » Enable Reassign Business Approvals

### Module 6: Configuring BMC Digital Workplace - Advanced

- » Set up locations
- » Add assets and create actions
- » Add multiple assets:
  - By importing CSV files
  - By importing assets from BMC Atrium CMDB
- » Add services and create actions
- » Set up sections in Catalog
- » Create how-to articles in BMC Digital Workplace
- » Import articles from BMC Knowledge Management
- » Set up Help Desk, contacts, and calendars

### Module 7: Deploying BMC Digital Workplace to Users

- » Deploy BMC Digital Workplace for users
- » List Digital Workplace User Interface changes
- » Rebrand the BMC Digital Workplace Console

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- Using Rebranding Tool
- Manual rebranding
- » Create Custom Page
- » Add Privacy Notice

### Module 8: Troubleshooting BMC Digital Workplace

- » Generate BMC Digital Workplace Active User Report
- » Work with logs

- » Run the Health Check Utility
- » Run the Diagnostic Utility
- » Perform some general troubleshooting tasks

### Module 9: BMC Digital Workplace Data Import and Export

- » List the steps to transfer data between environments

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