



# BMC Helix Digital Workplace 19.x: Fundamentals Administering (ASP)

## COURSE ABSTRACT

### COURSE CODE

- » SPPT-DWAD-1905-ASP

### APPLICABLE VERSIONS

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

### DELIVERY METHOD

- » Assisted Self-paced (ASP)
  - Student and lab guide as eBook
  - Product community for questions and answers
  - Course recording via WBT
  - Access to instructor for up to 2.5 hours by appointment (use within 90 days of registration)

### VIRTUAL LAB ACCESS

- » 18 hours of virtual lab access time available from date of registration on course for 90 calendar days.
- » Click [here](#) for additional ASP virtual lab access information in graphical format.

### COURSE DURATION

- » Equal to 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. Taking the exam and pursuing accreditation is optional, however all students enrolled in the *BMC Helix Digital Workplace 19.x: Fundamentals Administering (ASP)* course are automatically enrolled in the exam. 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

- » Video Coaching
- » Course eBook
- » Virtual Lab
- » Community Access
- » 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

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- » 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
  - 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