bmc

BMC Helix Digital Workplace Advanced 21.x: Enhancements for Administering (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-DWAE-2130

APPLICABLE VERSIONS

» BMC Helix Digital Workplace Advanced 21.05
» BMC Helix Digital Workplace Advanced 21.3

DELIVERY METHOD 🌐

» Web-based Training (WBT)

COURSE DURATION 🌐

» 30 minutes

PREREQUISITES

» None

RECOMMENDED TRAININGS

» None

Course Overview

BMC Helix Digital Workplace offers two applications, BMC Helix Digital Workplace and BMC Helix Digital Workplace Catalog. The BMC Helix Digital Workplace displays meeting schedules, required services, outstanding requests, and ongoing discussion about the people, places, and resources that they choose to follow. It also helps users find location maps, reserve meeting rooms, install software, upgrade equipment, and book appointments.

This course will provide an overview of the enhancements for administering in BMC Helix Digital Workplace Advanced 21.x. This course also includes the enhancements for the BMC Helix Digital Workplace Catalog features.

Target Audience

» Administrators

Learner Objectives

» Identify the enhancements for administering in BMC Helix Digital Workplace Advanced 21.x:
  – Build and customize a visually appealing functional workplace for each line of business
  – Enable quick orientation among the flow of tickets for SRDs
  – Display work order, change request, and case details to end users
  – Control service health configuration and updates
  – Select the source of the end user's profile image
  – Configure intervals between surveys sent to end users
  – Identify the updated New Asset Action type
  – Identify the log file for email notification errors
  – Control over the elements in the workflow designer

For more information about BMC Education Services, visit **www.bmc.com/education**.

bmc

BMC Helix Digital Workplace Advanced 21.x: Enhancements for Administering (WBT)

COURSE ABSTRACT

COURSE ACTIVITIES

» Presentations

BMC HELIX DIGITAL WORKPLACE LEARNING PATH

» https://www.bmc.com/education/courses/myit_training.html

ACCREDITATION AND CERTIFICATION PATHS 🌐

» This course is not part of a BMC 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: Enhancements for Administrators in BMC Helix Digital Workplace Advanced 21.05

» Lesson 1: Enhancements in BMC Digital Workplace Advanced 21.05 which help:

– (Version 21.05.02 and later) Container deployment of BMC Helix Innovation Suite
– Set default notification settings for new users
– Enhance search results with knowledge articles from BMC Helix Knowledge Management by ComAround

Module 2: Enhancements for Administrators in BMC Helix Digital Workplace Advanced 21.3

» Lesson 1: Enhancements in BMC Digital Workplace Advanced 21.3 which help:

– Build and customize a visually appealing functional workplace for each line of business
– Enable quick orientation among the flow of tickets for SRDs
– Display work order, change request, and case details to users
– Control service health configuration and updates
– Select the source of the user's profile image
– Configure intervals between surveys sent to users
– Identify the updated New Asset Action type
– Identify the log file for email notification errors
– Control over the elements in the workflow designer

For more information about BMC Education Services, visit **www.bmc.com/education**.