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BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering-Part 2 (ASP)

COURSE ABSTRACT

COURSE CODE
» SPPT-DWC2-2002-ASP

APPLICABLE VERSIONS
» BMC Helix Digital Workplace Catalog 19.08, 19.11, and 20.02
» BMC Helix Digital Workplace 19.08, 19.11, and 20.02

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 🌐
» Equals to 3 Days

PREREQUISITES
» BMC Helix Digital Workplace 20.x: Fundamentals Catalog Administering – Part 1 (WBT)

RECOMMENDED TRAININGS
» BMC Helix Digital Workplace Basic 20.x: Fundamentals Administering
» BMC Digital Workplace Advanced 20.x: Fundamentals Administering

Course Overview

BMC Helix Digital Workplace offers two applications, Digital Workplace Client and Digital Workplace Catalog. BMC Digital Workplace Catalog is an enterprise app store solution designed to be the center of your digital workplace. BMC Digital Workplace Catalog integrates with external fulfillment systems through service connectors, custom interfaces to enable communication between the catalog application platform and the different fulfillment systems.

This course provides students with the information and hands-on lab exercises they need to begin configuring BMC Digital Workplace Catalog and creating fundamental service and workflows.

Note: The *BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 3 (ASP)* course will cover the additional configuration, connectors, and advance service creation.

Target Audience
» Digital Workplace Catalog Administrator

Learner Objectives
» Describe the BMC Digital Workplace Catalog benefits and features
» Describe the BMC Digital Workplace Catalog architecture, data flow, and system requirements
» Describe how to manage roles in BMC Digital Workplace Catalog
» Learn how to use the BMC Digital Workplace Catalog Administration Console to complete administrative tasks in BMC Digital Workplace Catalog
» Understand how to populate a Service Catalog to assist self-service users
» Understand how to create categories, templates, and sub-catalogs
» Describe how to create and manage services; virtual marketplace; and entitlements
» Understand how to create the workflows and questionnaire for service fulfillment that can be used to send actions and fulfill service requests
» Learn the use of connectors to integrate with connected systems such as Remedy
» Review how to create service bundles and banners

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

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COURSE ACTIVITIES

» Video Coaching
» Course eBook
» Virtual Lab
» Community Access
» Hands-on Lab Exercises

BMC DIGITIAL WORKPLACE LEARNING PATH

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

ACCREDITATION AND CERTIFICATION PATHS 🌐

» This course is part of the BMC Helix Digital Workplace 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: Introduction to BMC Digital Workplace Catalog and Integrations

» Describe BMC Digital Workplace Catalog
» Describe Catalog Product Architecture
» Describe Product Version Check
» Describe Roles and Consoles
» Explain Integration with BMC Digital Workplace
» Integrate BMC Digital Workplace Catalog with BMC Helix Single Sign-On
» Describe the User Sync Utility
» Sync users from Remedy ITSM to Digital Workplace Catalog
» Enable the Enhanced Catalog
» Connect your Catalog to External Systems
» Integrate with Remedy with Smart IT

Module 2 Service Catalog – Preconfiguration

» Describe Enhanced Service Catalog
» Create and Manage Service Catalog
» Create and Manage Service Categories
» Create and Manage Service Templates
» Create and Manage Sub-catalog
» Describe Granular Access to Workflows

Module 3: Service Catalog - Creation

» Create a New Service
» Add a Simple Workflow
» Define Service Level Agreement (SLA)
» Make Cost and Quantity Adjustments
» Publish and Approve a Service
» Describe Service Versions and Revisions
» Create and Manage Service Versions and Revisions
» Describe Virtual Marketplace/Entitlements
» Create and Manage Virtual Marketplace
» Add Services, Groups, and Users to Virtual Marketplace
» Distribute Service Items into Virtual Marketplaces as Asset Manager

Module 4: Service Catalog – Fulfillment

» Service Fulfillment Options
» Describe External Link Fulfillment
» Create and Manage External Fulfillment
» Describe the Workflow Designer
» Describe Internal Workflow Concepts
» Understand Workflows
» Understand Questions

Module 5: Workflow Using Remedy Connector

» Describe Workflow Best Practices
» Describe Workflow Actions Available Through the Remedy Connector
» Create Basic Workflow Using Remedy Connector to Create an Incident, Work Order, and Change Request
» Create and Manage Questions
» Add dependent Services
» Create Basic Workflow with Management-Level Approvals
» Create Basic Workflow with Custom Approval

Module 6: Service Bundles and Banners

» Describe Bundles
» Create and Manage Bundles
» Design and Create Workflow for a Bundles
» Create Questions for Bundles
» Create Promotional Banners

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