

# BMC Helix Digital Workplace 22.x: Fundamentals Configuring Service Catalog and Workflows - Part 2 (ASP)

[Learning Path >](#)

Course Code: SPPT-DWC2-2210-ASP

**Modality**

Assisted Self-paced (ASP)

**Duration**

Equal to 3 Days

**Applicable Versions**

22.1.06

**Target Audience**

- Administrators

## Course Overview

BMC Helix Digital Workplace is a solution that helps make it easier and faster for employees to find the information they need so that they can focus on more strategic work. Its intelligent, omni-channel, multi-lingual conversational experience results in an effective consumption of self-service when it is most needed.

Access the Catalog console to configure the service catalog for designing the services and workflows, building reusable questionnaires, managing BMC Helix Digital Workplace user roles, creating promotional banners, configuring connectors, and defining entitlements.

This Assisted Self-paced 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.

This course offers additional multilingual subtitles/closed captioning (cc) in French, German, Italian, Portuguese, and Spanish, generated using an artificial intelligence translation tool.

## Recommended Trainings

- BMC Helix Digital Workplace 22.x: Fundamentals Configuring Service Catalog and Workflows - Part 1

## Learning Objectives

- Create Workflows, Questions, and Services
- Troubleshoot a Failed Request
- Manage Virtual Marketplace Entitlements
- Manage Workflows
- Explore Service Options
- Configure Connectors
- Create Surveys
- Create a Workflow to Generate Multiple Fulfillment Tickets
- Manage the Workflow Designer Palette
- Use a Call Activity
- Add an Exclusive Gateway
- Create a Promotional Banner
- Export and Import Services

## Course Activities

- Student and lab guide as e-book
- Product community for questions and answers
- Course recording via WBT
- Access to the instructor for up to 1.5 hours by appointment (use within 90 days of registration)

## Virtual Lab

- With this offering, you will receive student and lab guides as eBooks. You will have access to products and communities to answer your questions. All the course recordings will be available in the form of WBTs. You will have access to the instructors for up to one and a half hours by appointment. Make sure to use this time up within **90 days** of registration.
- Lab Vouchers are issued at course registration time and must be redeemed within **90 days** of receipt. Once a Lab Voucher is redeemed, 28 days of lab access (portal access) are granted, with 6 hours of on-demand lab time to be used. Once the lab time is used or the 28 days expire, the lab access ends.
- Click [here](#) for additional ASP virtual lab access information in a graphical format.

## Course Modules

### Module 1: Getting Started with BMC Helix Digital Workplace Catalog

- Introduction to Helix Digital Workplace Catalog

### Module 2: Creating Workflows and Services

- Designing Workflow
- Creating Services
- Managing Questions
- Troubleshooting

### Module 3: Managing Service

- Understanding Virtual Marketplace Entitlements
- Creating Categories and Service Templates
- Managing Subcatalogs

### Module 4: Managing Workflow

- Configuring Shared Workflow
- Copying Workflow for a New Service
- Understanding External Link Fulfillment

### Module 5: Exploring Service Options

- Setting SLA, Cost, and Quantity for Service Versions
- Reopening Requests
- Making a Service Unrequestable and Unpublishing
- Enabling the Quick Request Option
- Integrating with CMDB
- Understanding Revision History

### Module 6: Configuring BMC Helix Innovation Studio, AD, and REST Connectors

- Understanding the Innovation Studio Connector
- Understanding the Active Directory Connector
- Understanding the REST Connector

### Module 7: Configuring Catalog Surveys

- Configuring Catalog Surveys

### Module 8: Creating Multiple Fulfillment Ticket Workflow

- Configuring Workflow with Multiple Fulfillment Tickets in Parallel
- Managing Palette Favorites
- Configuring Workflow with Multiple Fulfillment Tickets in Sequence

### Module 9: Managing Approvals

- Calling AR Approval Processes
- Adding Approval to Workflow

### Module 10: Exporting and Importing Services

- Exporting and Importing Services

### Module 11: Configuring Banners

- Configuring Promotional Banners

#### Discount Options

Have multiple students? Contact us to discuss hosting a private class for your organization.

Contact us for additional information 