

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

[Learning Path >](#)

Course Code: SPPT-DWC2-2210-SPT

Modality

Self-Paced Training (SPT)

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, omnichannel, 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.

IMPORTANT: This Self-Paced Training (SPT) course contains only an instructor video that includes a demonstration of recorded lab exercises. This course offers closed captioning in five additional languages: French, Spanish, German, Portuguese, and Italian. The multilingual closed captioning is generated using artificial intelligence(AI) and machine translation so that more customers can benefit from our courses.

Prerequisites

- 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

Virtual Lab

- This class has an optional component of 3 hands-on lab days (12 hours) and an eBook. You may request an Education Lab Voucher (ELV) within the course curriculum to gain access to these resources. If your organization has available lab days remaining for the Enterprise Education Subscription, you will receive an email with your eBook and lab details within 1 business day
- With an Enterprise Education Subscription, an organization has access to a limited number of hands-on lab days annually. These lab days are shared between all employees of the organization. Additional hands-on lab days may be purchased in the event your organization has exceeded the allotted lab days for an Enterprise Education Subscription. Contact the Training Coordinator for BMC Training in your organization or education@bmc.com for assistance

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 Sub catalogs

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 