BMC HELIX DIGITAL WORKPLACE

BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows - Part 2

Course Code: SPPT-DWC2-2330

Learning Path >

Modality	Duration	Applicable Versions	Target Audience
Instructor-Led Training (ILT)	3 Days	23.3.x	• BMC Helix Digital Workplace 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 course combines classroom instruction with laboratory exercises to guide students through the concepts of the Catalog console of BMC Helix Digital Workplace. Students will develop skills in catalog configurations.

Required Trainings

- BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows - Part 1 (WBT)

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

Module 4: Managing Workflows
- 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: Question Designer
- Create Questions
- Distinguish Between Process Questions and User-Generated Questions
- Add Pages to a Questionnaire
- Configure Conditional Branches for Questionnaires
- Edit Question Settings

Module 9: Multi-User Requests
- Configure On Behalf Of Rules
- Set the multi-user question limit
- Create a Multi-User Request Questionnaire

Module 10: Exporting and Importing Services
- Exporting and Importing Services

Module 11: Configuring Banners
- Configuring Promotional Banners