



# BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering-Part 3

## COURSE ABSTRACT

### COURSE CODE

- » SPPT-DWC3-2002

### 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

- » Instructor-led Training (ILT)

### COURSE DURATION

- » 2 Days

### PREREQUISITES

- » BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 2

### RECOMMENDED TRAININGS

- » NA

## 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 instructor-led course provides students with the information and hands-on lab exercises they need to perform additional BMC Digital Workplace Catalog configuration, connectors, and service creation.

## Target Audience

- » Digital Workplace Catalog Administrator

## Learner Objectives

- » Learn the use of connectors to integrate with connected systems such as Active Directory and REST
- » Review how to create asset actions and asset groups
- » Review how to use additional features available in BMC Digital Workplace Catalog including copying services and importing services
- » Review troubleshooting tips and information to diagnose and address service catalog issues
- » Understand how to create advance workflows and questionnaire for service fulfillment that can be used to send actions and fulfill multiple service requests
- » Understand how to create advance workflows for service actions for service fulfillment that contains additional information related to an Asset



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### COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises
- » Demonstration


### BMC DIGITAL WORKPLACE LEARNING PATH

- » [http://www.bmc.com/education/courses/myit\\_training.html](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: Application Settings, Surveys, Collaborators, and Reports

- » Enable the following settings:
  - Questions to Share Responses Between Multiple Services in the Same Cart
  - Quick Request View for Enhanced Services and Bundles
  - Default Limit for OBO Users in a Multi-User Request Questionnaire
  - Multi-Word Search for Enhanced Catalog Items in BMC Digital Workplace
  - Search for Service Requests by Submitted Responses
- » Allow users to reopen a request
- » Define and Enable Ratings and Collaborators
- » Define and Enable Surveys
- » Define and View Different Reports

### Module 2: Workflow Using AD and REST Connectors

- » Describe Service Connectors
- » Configure Active Directory Connector
- » Create Active Directory Connector Workflows

- » Configure REST Connector
- » Create REST Connector Workflows

### Module 3: Asset Groups and Service Actions

- » Create and Manage Asset Groups
- » Display Assets on the My Stuff Page
- » Create Service Actions
- » Create Workflow for Service Actions
- » Create Questions for Service Actions
- » Extend the integration between Digital Workplace Catalog and BMC Asset Management to include Service Requests
- » Create Workflow for Fulfillment Request for Assets

### Module 4: Importing Services and Categories

- » Services from an External System:
  - Prerequisites and Process for Importing Services
  - Import services from SRM
- » Services for Migration Purpose:
  - Import Services from One Server to Another Server
  - Export Services

- Import Categorization

### Module 5: Troubleshooting

- » View Request Status and Errors on the Digital Workplace Catalog Console
- » Enable Logging in Digital Workplace Catalog
- » Review the Digital Workplace Catalog Logs in Text Editor
- » Monitor the Service Request Interaction in Real Time
- » Investigate Issues with the Integration Script

### Module 6: Workflow Using Remedy Connector – Advanced Use Case

- » Define an Advanced Remedy Connector Workflow with Request Fulfillment Using Multiple ITSM Records
- » Define an Advanced Service Action With:
  - Workflow for Request Fulfillment
  - Elements to Update the Incident with Values
- » Stop and Start Digital Workplace Catalog Server

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