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BMC Helix Digital Workplace Catalog 21.x: Fundamental Concepts (WBT)

COURSE ABSTRACT

COURSE CODE
» SPPT-DWCC-2130

APPLICABLE VERSIONS
» BMC Digital Workplace Catalog 21.05 and 21.3
» BMC Helix Digital Workplace 21.05 and 21.3

DELIVERY METHOD 🌐
» Web-based Training (WBT)

COURSE DURATION 🌐
» 3 Hours

PREREQUISITES
» None

Course Overview

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

In this online training, students will learn about the basic concepts and benefits of Digital Workplace Catalog. They also learn about catalog user roles, services, bundles, banners, and much more. Step-by-step simulations are designed to guide students with performing the actions required to successfully perform their job.

Target Audience

» Digital Workplace Catalog Administrator

Learner Objectives

» Explain Digital Workplace concepts
» Explain Digital Workplace Catalog and its basic concepts
» Explain Digital Workplace Catalog architecture
» Define key responsibilities for various Digital Workplace Catalog roles
» Describe the BMC Digital Workplace and Digital Workplace Catalog interfaces
» Describe Service Catalog items
» Explain how to create a basic service
» Review the catalog profile
» Add service level agreements and add cost adjustments to services
» Create entitlements for end-user service consumption
» Describe the Digital Workplace unified catalog
» Explain service bundles and banners

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

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COURSE ACTIVITIES
» Quizzes
» Product Simulations

BMC MYIT DIGITAL WORKPLACE LEARNING PATH
» http://www.bmc.com/education/courses/myit_training.html

ACCREDITATION AND CERTIFICATION PATHS 🌎
» This course is not part of a BMC 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: Getting Started
» Describe BMC Digital Workplace (For Basic and Advanced license)
» Describe BMC Digital Workplace Catalog and feature highlights
» Describe BMC Digital Workplace Catalog architecture
» Explain basic concepts

Module 2: Exploring Catalog Integration with Applications
» Overview of integrating catalog with Remedy applications
» Overview of integrating catalog with other applications

Module 3: Exploring Connectors and External Systems
» Connect your catalog to external systems
» Explain external system connectors
» Describe catalog queue
» Describe import of service catalog items

Module 4: Identifying Digital Workplace Catalog Roles and Responsibilities
» Identify various BMC Digital Workplace Catalog administration and other roles
» Describe the Catalog Administrator and Internal Supplier Administrator roles
» Describe the Internal Supplier role
» Describe the Asset Manager role
» Describe the Service Agent role
» Describe the Customer Administrator role

Module 5: Navigating BMC Digital Workplace Catalog, Admin Console, and End User Console
» Navigate the BMC Digital Workplace Catalog interface as various catalog roles
» Explore status updates, notifications, and reports
» Navigate the BMC Digital Workplace End User console
» Navigate the BMC Digital Workplace Admin interface as an Administrator

Module 6: Exploring Services, Service Bundles, and Banners
» Describe service and service bundles
» Describe the standard process for creating services
» Access service bundles
» Describe mandatory vs. optional bundle items
» Describe different types of promotional banners

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