



BMC Digital Workplace Catalog 3.x: Fundamentals for Administrators

COURSE ABSTRACT

COURSE CODE

» SPPT-DWCF-0330

APPLICABLE VERSIONS

» BMC Digital Workplace Catalog 3.3

DELIVERY METHOD

» Instructor-led Training (ILT)

COURSE DURATION

» 3 Days

PREREQUISITES

» None

Course Overview

BMC Digital Workplace Catalog is an enterprise app store solution designed to be the center of your digital workplace. Through a single administration dashboard, IT departments can aggregate, manage, deliver, and track hardware, software, and services from multiple cloud-based and on-premises sources.

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 three-day instructor-led course combines lecture and hands-on lab exercises to guide students through the basic concepts of BMC Digital Workplace Catalog. Students will learn how to perform the necessary tasks to properly administer BMC Digital Workplace Catalog to meet their company's requirements.

IMPORTANT: Included in this course is the examination for **BMC Certified Associate: BMC Digital Workplace Catalog 3.x**. Taking the exam and pursuing certification is optional. You will have one attempt to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Certified Associate: BMC Digital Workplace Catalog 3.x**.

Target Audience

» Application Administrators

Learner Objectives

- » Learn about the concepts and functionality available in BMC Digital Workplace to understand how to manage and track hardware, software, and services
- » Understand the administrator role and consoles available within BMC Digital Workplace Catalog
- » Learn how to use the BMC Digital Workplace Catalog Administration Console to complete administrative tasks
- » Understand how to populate a Service Catalog to assist self-service users to learn more about the services contained in your organization
- » Understand how to create the workflows for service fulfillment that can be used to send actions and fulfill service requests
- » Learn the use of connectors to integrate with connected systems such as BMC Remedy IT Service Management and BMC Atrium Orchestrator
- » Review how to use additional features available in BMC Digital Workplace Catalog including service bundles, promotional bundles, copying services, virtual marketplace, and entitlements
- » Learn how to use reports for the analysis of the service catalog, to understand service popularity, costs, and supplier performance metrics
- » Review troubleshooting tips and information to diagnose and address service catalog issues

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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

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: Introduction to BMC Digital Workplace Catalog

- » Introduction to BMC Digital Workplace Catalog
- » Administrative Roles and Consoles
- » Integration with BMC Digital Workplace
- » Resources

Module 2: Service Catalog

- » Populating a Service Catalog
- » Service Templates
- » Service Catalog Items
- » Service Options and Release
- » Service Versions and Revisions

Module 3: Basic Concepts for Service Fulfillment

- » Service Fulfillment Options
- » External Link Fulfillment
- » Internal Workflow Concepts
- » Managing Questions
- » Service Connectors

Module 4: Workflow using Remedy Connector

- » Basic Workflow Using Remedy Connector
- » Workflow with Approvals
- » Multi-fulfillment Workflow
- » Importing Services from SRM

Module 5: Workflow using Other Connectors

- » Service Connectors
- » BMC Atrium Orchestrator Connector

Module 6: Additional Features

- » Service Bundles
- » Promotional Banners
- » Copying Services
- » Virtual Marketplaces and Entitlements

Module 7: Reporting and Troubleshooting

- » Reports
- » Troubleshooting

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