



BMC Digital Workplace 18.x: Fundamentals Using (WBT)

COURSE ABSTRACT

COURSE CODE

- » SPPT-DWFU-1811

APPLICABLE VERSIONS

- » BMC Digital Workplace 18.02, 18.05, 18.08, and 18.11

DELIVERY METHOD

- » Web-based Training (WBT)

COURSE DURATION

- » 2 Hours

PREREQUISITES

- » NA

Course Overview

Digital Workplace offers two applications, BMC Digital Workplace Client and BMC Digital Workplace Catalog. The BMC Digital Workplace Client displays meeting schedules, required services, outstanding requests, and ongoing discussion about the people, places, and resources that they choose to follow. It also helps users find location maps, reserve meeting rooms, install software, upgrade equipment, and book appointments.

This course will give Digital Workplace end users an overview of the Digital Workplace Client Basic and Advanced features. They will learn how to raise a service request for themselves and a request on behalf of someone else, view notifications, approve/reject a request. In addition, they will learn how to update the user profile, manage posts and connections, book an appointment, and view the health status of a service.

Target Audience

- » End Users
- » Business Users

Learner Objectives

- » Navigate the Digital Workplace Client interface
- » Search for a service
- » Follow a user, group, or service
- » Create a post and a connection
- » View the health status of services
- » Make a Service Desk appointment
- » Update the profile details
- » Submit a general service request
- » Add a service as Favorite items and to a Cart
- » Add multiple Enhanced Catalog items to a cart
- » Search for service requests by submitted answers
- » Raise multi-user requests
- » Send broadcasts
- » Approve or reject a service request
- » Add alternate approvers for a request
- » Reassign approvers for a request
- » Navigate the Digital Workplace mobile interface
- » Submit a service request from the mobile interface
- » Approve a service request from the mobile interface costs

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COURSE ACTIVITIES

- » Demonstrations
- » Product Simulations
- » Assessment


BMC DIGITAL WORKPLACE LEARNING PATH

- » https://www.bmc.com/education/courses/myit_training.html#accordion-d1627262-9388-450b-99c8-d7da7fd43d01

ACCREDITATION AND CERTIFICATION PATHS

- » NA

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

- » Digital Workplace overview
- » BMC Digital Workplace client dashboard
- » BMC Digital Workplace features
- » BMC Digital Workplace process for requesters

Module 2: Digital Workplace Basic and Advanced Features

- » BMC Digital Workplace client interface
- » Catalog
- » Search for a request
- » News feed
- » Create user group and connections
- » Raise and view a request
- » Search service requests by submitted answers
- » Quick requests

- » Statuses of service action requests
- » Multi-user requests
- » Viewing notifications

Module 3: Digital Workplace Advanced Features

- » Digital Workplace Advanced features and services
- » Location
- » My Stuff
- » Service health
- » Request now and add to cart
- » Adding multiple enhanced catalog items to a cart
- » Default shopping cart
- » Saving the shopping cart items
- » Specify dependency between services
- » Broadcasts
- » User profile synchronization

- » Save for later: Individual requests
- » Respond to surveys

Module 4: Digital Workplace for Business Approvers

- » Approval process
- » Approve or reject a request
- » Alternate approvers
- » Edit or remove an approver
- » Reassign approvers

Module 5: Using Digital Workplace on a Mobile Device

- » Navigate the Digital Workplace on a Mobile device
- » Raise, view, and edit a request
- » Approve and reject a request
- » View and update user profile

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