



BMC Helix Digital Workplace 19.x: Fundamentals Using (WBT)

COURSE ABSTRACT

COURSE CODE

- » SPPT-DWFU-1905

APPLICABLE VERSIONS

- » BMC Helix Digital Workplace 19.02 and 19.05

DELIVERY METHOD



- » Web Based Training (WBT)

COURSE DURATION



- » 2 Hours

PREREQUISITES

- » NA

Course Overview

BMC Helix Digital Workplace offers two applications, BMC Helix Digital Workplace and BMC Helix Digital Workplace Catalog. The BMC Helix Digital Workplace 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 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

- » BMC Digital Workplace 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
- » Approve or Reject a service request
- » Navigate the Digital Workplace mobile interface
- » Submit a service request from the mobile interface
- » Approve a service request from the mobile interface costs
- » Search for Service Requests by Submitted Answers
- » Collaborating on Service Requests
- » Raising Multi-user requests
- » Adding Multiple Enhanced Catalog Items to a Cart
- » Understanding the Specify Dependency Between Services
- » Sending Broadcasts
- » Understanding Specify Dependency Between Services
- » Adding alternate approvers for a request
- » Reassigning approvers for a request

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COURSE ABSTRACT

COURSE ACTIVITIES

- » Demonstrations
- » Product Simulations
- » Assessment

BMC DIGITAL WORKPLACE LEARNING PATH

- » https://www.bmc.com/education/courses/myit_training.html

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

- » BMC Digital Workplace Overview
- » BMC Digital Workplace Dashboard
- » BMC Digital Workplace features
- » BMC Digital Workplace process for requesters

Module 2: BMC 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: BMC 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
- » Collaborating on Services
- » User Profile Synchronization
- » Save for Later on Individual Requests
- » Respond to surveys

Module 4: BMC Digital Workplace for Business Approvers

- » Approval process
- » Approve or Reject a Request
- » Alternate Approvals
- » Edit or Remove an Approver
- » Reassign Approvals

Module 5: Using BMC Digital Workplace Universal Client on a Mobile Device

- » Navigating through the BMC Digital Workplace on a Mobile Device
- » Raising, Viewing, and Reraise a Request
- » Approving and Rejecting a Request
- » Viewing and Updating User Profile

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