BMC Helix Digital Workplace 20.x: Fundamentals Using (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-DWFU-2002

APPLICABLE VERSIONS

» BMC Helix Digital Workplace 20.02

DELIVERY METHOD

» Web Based Training (WBT)

COURSE DURATION

» 2 Hours

PREREQUISITES

» None

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 gives Digital Workplace 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 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
» Search for Service Requests by Submitted Answers
» Add collaboration on Service Requests
» Raise Multi-user requests
» Add multiple enhanced catalog items to a cart
» Explain dependency between services
» Send broadcasts
» 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
» Update user profile from the mobile interface

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

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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
» Learn about the capabilities and features available in BMC Digital Workplace
» Become familiar with the BMC Digital Workplace interface, including the individual pages and their functionality

Module 2: BMC Digital Workplace Basic and Advanced Features
» Learn how to search for a Request and browse for categories from the Catalog page
» Learn more about the Active and Past event options on the My Activity page
» Identify the various options available under the My Profile option
» Learn how to raise and view a request
» Learn how to resubmit a rejected Request
» Learn how to view notification
» Learn how to request a service as another user

Module 3: BMC Digital Workplace Advanced Features
» Describe the Location page and its various functionalities
» Explain the My Stuff, My Items, Service Health, and Service options

» Learn how to request multiple enhanced catalog items with Cart
» Identify the difference between Request Now and Add to Cart
» Identify the difference between Order ID and Request ID and how to perform a search using them
» Describe the various aspects of cart checkout and the order description field
» Describe Collaboration
» Identify the supported types of service requests
» Describe the scenarios for enabling collaboration on service requests
» List collaborator rights and permissions
» Explain how to enable collaboration on service requests
» Identify the options for adding collaborators to a service request
» Manage the collaborator settings
» Describe Promotional banners
» Describe language support
» Explain satisfaction and custom satisfaction surveys
» Submit a satisfaction Survey
» Copy links from BMC Digital Workplace to include Knowledge Articles
» Explain quick requests

» Explain external portal users

Module 4: BMC Digital Workplace for Business Approvers
» Describe Approvals
» Describe the approval process involved when a user raises a request
» Identify the roles involved
» Describe the approval process involved when a user raises a request
» Learn to view and review a received request
» Describe the procedure to approve, reject, put the request on hold, and reassign a request to another user
» Describe the Delegation Process
» Manage Alternate Approvers
» Explain Reassigning Approvals

Module 5: Using BMC Digital Workplace on a Mobile Device
» Navigate through the BMC Digital Workplace on a Mobile Device
» Raise and View a request
» Cancel and raise a request
» Approve and reject a request
» View and update User Profile

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