



# BMC Helix Digital Workplace 21.x: Fundamentals Using (WBT)

## COURSE ABSTRACT

### COURSE CODE

- » SPPT-DWFU-2130

### APPLICABLE VERSIONS

- » BMC Helix Digital Workplace 20.02, 20.02.02, 20.02.03, 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, 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

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### COURSE ACTIVITIES

- » Demonstrations
- » Product Simulations
- » Assessment

### BMC DIGITAL WORKPLACE LEARNING PATH

- » [https://www.bmc.com/education/courses/myit\\_training.html](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: Introduction to Digital Workplace

- » Get acquainted with the basic concepts of BMC Helix Digital Workplace
- » Learn how the capabilities and features of BMC Helix Digital Workplace can empower you to work more efficiently

### Module 2: Exploring the Digital Workplace User Console

- » Become familiar with the BMC Helix Digital Workplace interface, including each individual page and its functionality

### Module 3: Using the Digital Workplace User Console

- » Learn how to search for a request and browse for categories from the Catalog page
- » Learn more about the Active and Past events options on the My Activity page
- » Identify the various options available under the My Profile option

### Module 4: Raising & Viewing a Request in Digital Workplace

- » Learn how to raise a request
- » Describe how to view a request
- » Learn how to resubmit a rejected request

- » Understand how to view and manage notifications
- » Learn how to request a service as another user

### Module 5: Using Location, My Stuff Page & Other Features in Digital Workplace Advanced

- » Describe the Location page and its various functionalities
- » Explain the My Stuff, My Items, Service Health, and Service options
- » Learn about promotional banners, language support, satisfaction surveys and custom satisfaction surveys
- » Learn about submitting a satisfaction survey and copying links from BMC Digital Workplace to include Knowledge Articles

### Module 6: Using the Shopping Cart & Collaborating on Service Requests in Digital Workplace Advanced

- » Learn how to request for multiple enhanced catalog items with your shopping cart
- » Identify the differences between Request Now and Add to Cart

- » Identify the differences between Order ID and Request ID and learn how to perform a search using them
- » Describe the various aspects of the cart checkout process and the order description field
- » Describe collaboration and understand the supported types of service requests
- » Learn about email and push notifications for collaborator groups
- » Describe the scenarios for enabling collaboration on service requests
- » List collaborator rights and permissions
- » Explain how to enable collaboration on service requests
- » Manage collaboration settings
- » Learn how to auto-share service requests with a default group

### Module 7: Approvals Overview for Business Approvers

- » Describe Approvals
- » Understand the approval process from start to finish, beginning with a user raising a request
- » Identify each role involved in this process

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### **Module 8: Approving, Rejecting & Putting a Request on Hold for Business Approvers**

- » 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, and put a request on hold

### **Module 9: Delegating & Adding Alternate Approvers for Business Approvers**

- » Describe the delegation process for approvals
- » Manage alternate approvers
- » Understand how to reassign approvals

### **Module 10: Using Digital Workplace on a Mobile Device**

- » Learn how to navigate through BMC Digital Workplace on a mobile device

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