



## COURSE ABSTRACT

### CURRICULUM CODE

- » SPPT-ENT-SUBS-BWF-GEN2

### DELIVERY METHOD

- » Web-based Training (WBT)
- » Self-Paced Training (SPT)
- » Videos
- » Certifications
- » Skills Assessments

### VIRTUAL LAB ACCESS

This subscription contains Self-Paced Training (SPT) courses which have an optional eBook and Virtual Lab component.

With an Enterprise Education Subscription, an organization has access to a limited number of hands-on lab days annually. These lab days are shared between all employees of the organization.

If the organization has exceeded available lab days and an employee requests an Education Lab Voucher (ELV) to receive eBooks and Virtual Labs for an SPT course, the employee will receive an email communicating that the eBook and lab have not been ordered. However, the SPT course includes a recorded demonstration of the same lab exercises and can still be completed.

Additional hands-on lab days may be purchased in the event your organization has exceeded the allotted lab days for an Enterprise Education Subscription. Contact the Training Coordinator for BMC Training in your organization or [education@bmc.com](mailto:education@bmc.com) for assistance

## Subscription Overview

BMC Helix Business Workflows is a cloud-native case management application for all lines of business. It provides services to employees in a scalable, managed, and automated way. Built on BMC Helix Innovation Studio, it provides the ability to create automated workflows without writing code and tailor the user interface to meet the organization's needs.

Using examples, demonstrations, and scenarios, the content of the online education subscription provides an overview of BMC Helix Business Workflows and details the use of this solution to identify and remediate system vulnerabilities.

**IMPORTANT:** Self-Paced Training (SPT) courses contained in this subscription is comprised of a course instructor video that includes a demonstration of recorded lab exercises.

**Note:** This content is part of an annual subscription and is regularly updated and changed, without notice, based on product updates, improvements, and additions. During the duration of the subscription, users will have access to the latest content without incurring additional fees or being subject to additional registrations.

## Target Audience

- » Administrators
- » Case Business Analysts
- » Users: Case Agents

## Learner Objectives

### UNLIMITED OFFERINGS

- » Describe BMC Helix Business Workflow overview and features
- » Describe the methods for creating a case in BMC Helix Business Workflows
- » Describe how to create and publish knowledge articles
- » Describe the process of versioning, reviewing, and validating Knowledge Articles

### LIMITED OFFERINGS FOR DESIGNATED ADMINISTRATORS

- » Explain the concept of BMC Helix Business Workflows for a line of business
- » Define basic services and make them available to employees
- » Create and use case and task templates
- » Explain how BMC Helix Digital Workplace and BMC Helix Business Workflows work together
- » Create questionnaires and dynamic case fields
- » Explain how to leverage approvals and notifications
- » Use automated tasks
- » Explain the concept of flowsets
- » Explain various concepts related to service targets
- » Explain the concepts related to Document Library and Knowledge Articles

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# BMC Helix Business Workflows: Education Enterprise Product Subscription

## COURSE ABSTRACT

### SUBSCRIPTION ACTIVITIES

- » Web-based Training (WBT) – online instruction that includes interactive activities, simulations, and assessments to test comprehension
- » Self-paced Training (SPT) – video recordings of course lectures and lab demonstrations
- » Certifications – Certified Associate and Certified Professional certifications for the latest releases
- » Skills Assessments – self assessment of current skills to determine most relevant additional training

### CERTIFICATION PATH

- » This subscription includes the BMC Helix Business Workflows Certification Path.

### REFERENCE LINKS

Explore the following links to learn more about BMC Helix Business Workflows learning path and subscription options.

- » [Graphical Learning Path](#)

### SKILL ASSESSMENT

Want to check your skills before registering for a course? Register for the [BMC Helix Business Workflows 20.x: Fundamentals Administering Skills Assessment](#) before registering for any course. This skill assessment is meant to test your product knowledge and provide an overview of existing and missing skills to aid in selecting the appropriate training.

**Note:** The skill assessment is not an exam, you shouldn't prepare and not retake the assessment to avoid receiving incorrect course recommendations.

Please contact [education@bmc.com](mailto:education@bmc.com), to arrange skills assessments for a group of employees and BMC to recommend specific training for this group.



## BMC Helix Business Workflows: Enterprise Education Product Subscription

### COURSE ABSTRACT

#### Unlimited Offerings

Course Title	Duration	SPT	WBT	CERT
BMC Helix Business Workflows 21.x: Fundamentals Using (WBT)	3 hours		✓	

#### Limited Offerings for Designated Administrators

Course Title	Duration	SPT	WBT	CERT
BMC Helix Business Workflows 21.x: Fundamentals Administering - Part 1	3 days	✓		
BMC Helix Business Workflows 21.x: Fundamentals Administering - Part 2	2 days	✓		
BMC Certified Associate: Helix Business Workflows 21.x for Administrators Online Exam	2 hours			✓

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