



# BMC Helix Digital Workplace: Enterprise Education Subscription

## COURSE ABSTRACT

### CURRICULUM CODE

- » SPPT-ENT-SUBS-DWP

### 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

As a self-service application, BMC Helix Digital Workplace allows users to connect to IT and HR anywhere and at any time. Using BMC Helix Digital Workplace users can share experiences and status information on resources. Based on this information IT organizations can gain insight into service usage trends to use in planning future organizational needs. A highly configurable application, administrators have the flexibility to configure the features available to users.

Using examples, demonstrations, and scenarios, the content of the online education subscription provides an overview of BMC Helix Digital Workplace 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
- » Consultants
- » End Users

## Learner Objectives

- » Explain Digital Workplace and Digital Workplace Catalog
- » Explain Digital Workplace Catalog and its basic concepts
- » Describe the BMC Digital Workplace and Catalog Interfaces
- » Explain Digital Workplace Catalog architecture at high level
- » Learn how to use the BMC Digital Workplace Catalog Administration Console to complete administrative tasks in BMC Digital Workplace Catalog
- » Describe Service Catalog items
- » Explain how to create a basic service
- » Understand how to populate a Service Catalog to assist self-service users
- » Understand administrative tasks for BMC Helix Digital Workplace
- » Learn how to configure BMC Digital Workplace
- » Understand troubleshooting



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### 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 PATHS

- » This subscription includes the BMC Helix Digital Workplace Certification Path.

### REFERENCE LINKS

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

- » [Learning Path](#)
- » [Graphical Learning Path](#)

### SKILL ASSESSMENT

Want to check your skills before registering for a course? Register for the [BMC Helix Digital Workplace 20.x: 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.



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### Offerings

| No. | Course Title  | Duration | SPT | WBT | CERT |
|-----|---|----------|-----|-----|------|
|     | <b>BMC Helix Digital Workplace</b>  |          |     |     |      |
| 1   | BMC Helix Digital Workplace 20.x: Fundamentals Using (WBT)  | 2 hours  |     | ✓   |      |
| 2   | BMC Helix Digital Workplace Basic 20.x: Fundamentals Administering                                      | 3 days   | ✓   |     |      |
| 3   | BMC Helix Digital Workplace Advanced 20.x: Fundamentals Administering                                   | 2 days   | ✓   |     |      |
| 4   | BMC Certified Associate: Helix Digital Workplace- Advanced 20.x Online Exam                             | 2 hours  |     |     | ✓    |
| 5   | BMC Helix Digital Workplace 20.x: Fundamentals Catalog Administering – Part 1 (WBT)                     | 4 hours  |     | ✓   |      |
| 6   | BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 2                  | 3 days   | ✓   |     |      |
| 7   | BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 3                  | 2 days   | ✓   |     |      |
| 8   | BMC Certified Associate: Helix Digital Workplace Advanced Catalog 20.x Online Exam                      | 2 hours  |     |     | ✓    |
| 9   | BMC Helix Digital Workplace 21.x: Fundamentals Using (WBT)  | 3 hours  |     | ✓   |      |
| 10  | BMC Helix Digital Workplace Catalog 21.x: Fundamental Concepts (WBT)                                    | 3 hours  |     | ✓   |      |
| 11  | BMC Helix Digital Workplace Basic 21.x: Enhancements for Administering (WBT)                            | 30 mins  |     | ✓   |      |
| 12  | BMC Helix Digital Workplace Advanced 21.x: Enhancements for Administering (WBT)                         | 30 mins  |     | ✓   |      |
| 13  | BMC Helix Digital Workplace 22.x: Fundamentals Using (WBT)  | 3 hours  |     | ✓   |      |
| 14  | BMC Helix Digital Workplace Catalog 22.x: Fundamental Concepts (WBT)                                    | 3 hours  |     | ✓   |      |
| 15  | BMC Helix Digital Workplace 23.x: Fundamentals Using (WBT)  | 3 hours  |     | ✓   |      |
| 16  | BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows - Part 1 (WBT) | 3 hours  |     | ✓   |      |
|     | <b>BMC Helix ITSM - Smart Reporting</b>   |          |     |     |      |
| 13  | BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Using (WBT)   | 2 hours  |     | ✓   |      |
| 14  | BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Administering (SPT)                                 | 3 days   | ✓   |     |      |
| 15  | BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Report Designing (SPT)                              | 2 days   | ✓   |     |      |
| 16  | BMC Certified Associate: Helix ITSM - Smart Reporting 19.x Designing Online Exam                        | 2 hours  |     |     | ✓    |
| 17  | BMC Certified Associate: Helix ITSM - Smart Reporting 19.x Online Exam                                  | 2 hours  |     |     | ✓    |
| 18  | BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Using (WBT)   | 2 hours  | ✓   |     |      |
| 19  | BMC Helix ITSM - Smart Reporting 20.x: Fundamentals Administering (SPT)                                 | 2 days   | ✓   |     |      |
| 20  | BMC Certified Associate: Helix ITSM - Smart Reporting 20.x for Administrators Online Exam               | 2 hours  |     |     | ✓    |

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