BMC Helix Smart IT and BMC Helix Digital Workplace: Essential Subscription - Administrators

COURSE ABSTRACT

CURRICULUM CODE

» SPPT-ESS-SUBS-MISI

DELIVERY METHOD 🌐

» Subscription-based:
- Instructor-led Training (ILT)
- Assisted Self-paced Training (ASP)
- Skills Assessment
- Certification (CERT)

Subscription Overview

BMC Helix Smart IT provide a modern IT experience for delivering, managing, and consuming a service. BMC Smart IT is an intuitive, engaging interface that helps you deliver service from anywhere with the fully mobile experience and build engaged teams with embedded social and collaboration capabilities.

BMC Helix Digital Workplace is a next-generation, self-service application for business users to connect with IT and HR anywhere, anytime, on any device. This course provides students with the information and hands-on lab exercises they need to begin configuring and administering BMC Digital Workplace.

Using examples, demonstrations, scenarios and laboratory exercises the content of the online education subscription help you develop skills in BMC Helix Digital Workplace administration, and configuration and details the use of this solution to identify and remediate system vulnerabilities.

Note: This is 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

Learner Objectives

» Get familiar with BMC Helix Smart IT
» Understand administrative tasks for BMC Helix Smart IT
» Learn about BMC Helix Smart IT overview, its architecture, benefits, features, and roles
» Understand features and functionalities like multitenancy, map licenses, rebranding, troubleshooting and so on
» Understand catalog profile, service level agreements, and add cost adjustments to services
» Understand administrative tasks for BMC Helix Digital Workplace
» Understand administrative tasks for BMC Helix Smart IT
» Learn about the BMC Digital Workplace overview, benefits, and features
» Understand how BMC Digital Workplace integrates with different BMC applications
» Learn how to configure BMC Digital Workplace
» Understand rebranding BMC Digital Workplace Universal Client using CSS and Tool for single tenant and multiple tenants
» Explain generating Active User Report; using scripts and Rest API
» Understand troubleshooting
» Learn about data transfer between environments

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

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SUBSCRIPTION ACTIVITIES

» Simulations, Demonstrations

ACCREDITATION AND CERTIFICATION PATHS 🌐

» This subscription include the BMC Remedy with Smart IT Certified Associate Certification Path
» This subscription includes the BMC Helix Digital Workplace Certified Associate Certification Path

REFERENCE LINKS

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

» Learning Path
» Subscription Home Page
» Graphical Learning Path

DISCOUNT AND OTHER OPTIONS 🌐

» Have multiple students? Contact us to discuss volume discounts for multiple individual subscriptions.
» Need customized and onsite deliveries? Contact us to discuss hosting a private class for your organization.
» **Contact us for additional information** 🌐

Offerings

Course Name	ASP	ILT	WBT	CERT
BMC Helix ITSM – Smart IT 19.x: Fundamentals Using			✓	
BMC Helix ITSM – Smart IT 19.x: Fundamentals Administering		✓		
BMC Helix Digital Workplace 19.x: Fundamentals Using			✓	
BMC Helix Digital Workplace 19.x: Fundamentals Administering		✓		
BMC Certified Associate: Helix ITSM – Smart IT 19.x Online Exam				✓
BMC Certified Associate: Helix Digital Workplace 19.x Online Exam				✓

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