



BMC Helix Dashboards 21.x: Fundamentals Designing for Service Management

COURSE ABSTRACT

COURSE CODE

» SPPT-HDFD-2130

PRODUCT RELEASE

» BMC Helix Dashboards 21.3

DELIVERY METHOD

» Instructor Led Training (ILT)

COURSE DURATION

» 3 Days

PREREQUISITES

BMC Helix Dashboards 21.x: Fundamentals Using (WBT)

RECOMMENDED TRAINING

BMC Helix Dashboards: Overview (WBT)

Course Overview

BMC Helix Dashboards is a service on the BMC Helix Portal that can be used to create interactive dashboards for your environment. It can be accessed from BMC Helix Portal and is available for SaaS as well as On-premises customers.

BMC Helix Dashboards uses Grafana as the underlying solution and enables you to customize the dashboards in multiple ways to gain valuable insights into your environment. It offers unified reporting and gives you a consolidated view of data from applications across your environment. You can easily create, export, and share interactive dashboards with users within or outside your environment.

This course is applicable to all the BMC Helix Dashboards designers and administrators who will be guided through the step-by-step process of designing various complex dashboards. Some advanced concepts like Drill through functionality, fetching data from Join forms, multi-query based panels will be explained. They will also look at scheduling reports in detail. Additionally, they will obtain insights on troubleshooting the most common issues observed during designing new dashboards or modifying existing ones.

Target Audience

- » Administrators
 - » Reporting Administrators
 - » Reporting Designers

Learner Objectives

- » BMC Helix Dashboards overview
- » Understand dashboard components and panel options
- » Assign permissions and roles to the users
- » Review and analyze various out-of-the-box dashboards
- » Configure dashboard settings and user preferences
- » Explore various visualizations
- » Learn about the Overrides, Suggestions, and Transform features
- » Define chained variables
- » Schedule reports
- » Work with annotations, tags, links, and variables
- » Design a Service Management dashboard
- » Design a Cross-tab panel with Drill-through functionality
- » Build a BMC Record Details visualization-based dashboard
- » Design a dashboard to use Union query
- » Build Incident age-based Buckets dashboard
- » Follow the best designing practices and troubleshoot common issues
- » Define a Top N Series dashboard with Time Series visualization
- » Design Master Incident dashboard with multiple panels
- » Export and import a dashboard

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COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises
- » Demonstrations

ACCREDITATION AND CERTIFICATION PATH

- » 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 BMC Helix Dashboards

- » Overview of BMC Helix Dashboards
- » Understand the features and functionalities
- » List BMC Helix Dashboards roles, along with the permissions assigned to them
- » Access and navigate the BMC Helix Dashboards console
- » Trigger a cross-launch of BMC Helix Dashboards from other BMC Helix applications
- » Browse and search for dashboards and use the Explore option
- » Manage dashboards and folders
- » Edit configuration settings including Data Sources, Users, Teams, and User Preferences
- » Review and analyze Out-of-the-box dashboards for BMC Helix ITSM

Module 2: Exploring Dashboards

- » Navigate a dashboard
- » Overview of dashboard and panel options
- » Resize and rearrange panels
- » Understand the components of a dashboard in Edit mode

- » Configure dashboard settings and annotations
- » Configure variables and links
- » Configure tags, queries, and permissions
- » Use out-of-the-box dashboards
- » Work with the JSON model
- » Export or import dashboards
- » Schedule reports

Module 3: Building Dashboards

- » Understand everything you need to know about queries and visualizations
- » Configure a dashboard's time range
- » Create a new dashboard and set up its panels
- » Use calculated fields
- » Use the Transform feature
- » Create a Cross-tab Incident dashboard
- » Add Drill-through functionality to the Cross-tab visualization
- » Visualize data as records in your panels

Module 4: Designing Dashboards Based on SQL Queries

- » Build SQL queries using the SQL Editor
- » Create a union query-based dashboard
- » Create a dashboard based on bucket analysis

Module 5: Building Advanced Dashboards

- » Create a Top N Times Series Chart dashboard
- » Create a custom Incident Master dashboard with multiple panels
- » Explore a BMC Combination Chart dashboard
- » Define Chained Variables for a Multi-panel dashboard
- » Explore an Incident and Change Request based dashboard
- » Explore a Service dashboard

Module 6: Troubleshooting in BMC Helix Dashboards

- » List BMC's best practices regarding dashboard design
- » Troubleshoot the delay issue in scheduled reports
- » Add external users as scheduled report recipients
- » Grant your users the permissions they need to view incident details in BMC Helix ITSM: Smart IT
- » Gain system access to ITSM data in BMC Helix Dashboards

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