



BMC Helix Dashboards 23.x: Fundamentals Designing for Service Management

COURSE ABSTRACT

COURSE CODE

» SPPT-HDFD-2340

PRODUCT RELEASE

» BMC Helix Dashboards 23.4

DELIVERY METHOD

» Instructor Led Training (ILT)

COURSE DURATION

» 3 Days

PREREQUISITES

» NA

RECOMMENDED TRAININGS

- » BMC Helix Dashboards: Overview (WBT)
- » BMC Helix Dashboards 21.x: Fundamentals Using (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 the 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 will focus on designing dashboards for Service Management applications such as BMC Helix ITSM, BMC Helix Digital Workplace, and BMC Helix Business Workflows. This course is applicable to BMC Helix Dashboards designers and administrators who will be guided through the step-by-step process, from navigating the console to designing various complex dashboards. Some advanced concepts like Drill through functionality, fetching data from Join forms, custom calculated fields, multi-query based panels will be explained. Additionally, they will learn to build some common use cases of dashboards that draw and analyze data from Service Management.

Target Audience

- » Administrators
 - » Reporting Administrators
 - » Reporting Designers

Learner Objectives

- » BMC Helix Dashboards overview
- » Understand dashboard components and panel options
- » Review and analyze various out-of-the-box dashboards
- » Configure dashboard settings and user preferences
- » Explore various visualizations
- » Learn about the Overrides, Suggestions, and Advanced Transform features
- » Use chained variables, custom calculated fields, Row and Repeat functions
- » Export a dashboard
- » Follow the best practices for dashboard design
- » Design a Service Management dashboard
- » Design a Cross-tab panel with Drill-through functionality
- » Design a BMC Record Details visualization-based dashboard
- » Design a dashboard to use the Union query
- » Design an Incident age-based Buckets dashboard
- » Design a Top N Series dashboard with Time Series visualization
- » Design a BMC Helix Digital Workplace dashboard
- » Design a BMC Helix Business Workflows 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
- » Access and navigate the BMC Helix Dashboards console
- » Browse and search for dashboards
- » Manage dashboards and folders
- » Review and analyze Out-of-the-box dashboards for BMC Helix ITSM
- » 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
- » Edit the Home page
- » Use the Self-help Resources Widget
- » Modify out-of-the-box dashboards
- » Work with the JSON model
- » Export dashboards

Module 2: 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 variables
- » Use some basic Transform functions
- » Create a Cross-tab Incident dashboard
- » Add Drill-through functionality to the Cross-tab visualization
- » Visualize data as records in your panels

Module 3: Designing Dashboards Based on SQL Queries

- » Review a Change ticket in Smart IT
- » Examine fields on the Change form in Developer Studio
- » Build SQL queries using the SQL Editor
- » Create a union query-based dashboard
- » Create a dashboard based on bucket analysis
- » Create and use a custom calculated field
- » Use Advanced Transform functions

Module 4: Building Time Series Dashboards

- » Create a Top N Times Series Chart dashboard
- » Use multiple queries in a single panel

Module 5: Building a Digital Workplace Dashboard

- » Create a complex multi-panel dashboard that extracts and analyzes data from BMC Helix Digital Workplace
- » Create a table to view service requests grouped by fulfillment method
- » Create a panel to summarize DWP Survey Results
- » Create a panel to analyze survey answers

Module 6: Building a Business Workflows Dashboard

- » Define chained variables for a multi-panel case trend-tracking dashboard
- » Use the BMC Combination Chart visualization to track the counts of raised, open, closed, and pending cases
- » Use the Row and Repeat functionalities to auto-generate panels

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