

Course Code: SPPT-HGPT-2330

Modality

Web-based Training (WBT)

Duration

2 Hours

Applicable Versions

BMC HelixGPT 23.3

Target Audience

- Users
- System Administrators
- Developers
- Consultants

Course Overview

BMC HelixGPT is a Generative Artificial Intelligence (AI) capability within BMC Helix Service Management and BMC Helix IT Operations Management, helping in quicker problem resolution, better collaboration, and increased productivity.

BMC HelixGPT provides faster data analysis, content generation, process optimization, and conversational question and answers for incident and problem management. The generative AI-powered ServiceOps provides real-time recommendations based on past and current information that help administrators in decision-making.

BMC HelixGPT generates insights for incident analysis in a simplified, natural language, which helps agents find the root cause of the problem. It helps analyze and respond to employee queries and offers helpful interactions, enhancing the overall user experience.

This course combines descriptions of various concepts with multiple demonstrations to guide students through the basic concepts of BMC HelixGPT.

Learning Objectives

- Explain the advantages and capabilities
- Understand why HelixGPT is required
- Discuss the use cases for ITSM and AIOps
- Understand the architecture and components based on the use cases
- Define Personas/Roles
- Explain the Security policies
- List the supported applications
- Discuss the process of configuring HelixGPT
- Explore the Search functionality in BMC Helix Digital Workplace
- Explore Chatbot functionality with HelixGPT-powered Virtual Agents
- Describe Natural Language Processing in BMC Helix GPT
- Discuss the Ask HelixGPT feature in ITSM and AIOps
- Configure data sources
- Understand the process of ingesting data
- Explain the Data ingestion methods
- Discuss Retrieval Augmented Generation (RAG) framework
- Configure the generative AI provider for an application
- Discuss Models
- Configure Skills
- Define Prompts
- Define search settings and filters for an application
- Publish data from Catalog Services to BMC HelixGPT

Course Modules

Module 1: Introduction to BMC HelixGPT

- BMC HelixGPT Overview
- Advantages and capabilities of BMC HelixGPT
- Why HelixGPT
- Use cases for ITSM and AIOps
- Data, Value and Scope for HelixGPT
- Understanding the BMC HelixGPT Architecture
- Understanding the components based on the use cases for ITSM and AIOps
- Explaining the workflow
- Introduction to BMC HelixGPT Manager

Module 2: Using BMC HelixGPT

- Search functionality with BMC HelixGPT
- Using Chatbots with BMC HelixGPT
- Enhancing Virtual Agent Conversations with BMC HelixGPT
- Natural Language Processing
- Ask HelixGPT for ITSM
- Best action recommendations, Situation Summarization in AIOps
- Code wizard in AIOps
- Ask HelixGPT for AIOps

Module 3: Configuring BMC HelixGPT

- Understand the security and privacy factors
- Describe the requirements to configure BMC HelixGPT
- Explain the process of configuration
- Define roles and permissions
- Configure data sources
- Process of ingesting data
- Understand the Retrieval Augmented Generation (RAG) Framework
- Provision and set up the generative AI provider for an application

Module 4: Understanding Models, Skills and Prompts

- Understand the concept of Models
- Describe the supported models in BMC HelixGPT
- Understand the concept of Skills
- Understand the concept of Prompts
- Explain the types of prompts and examples

- Create a Skill
- Define prompts for skills
- Associate skills with models
- Copy, link, and unlink prompts
- Best practices for generating prompts

Module 5: Administering BMC HelixGPT

- Define search settings for an application
- List supported filters for Knowledge Providers
- Export and import skills
- Publish data from Catalog Services to BMC HelixGPT
- Prompts generated automatically from Catalog Services

Discount Options

Have multiple students? Contact us to discuss hosting a private class for your organization.

Contact us for additional information 