



# BMC Helix for HR Service Management 23.x: Fundamentals Concepts (WBT)

## COURSE ABSTRACT

### COURSE CODE

- » SPPT-HRSM-2330

### APPLICABLE VERSIONS

- » BMC Helix for HR Service Management 23.3.00

### DELIVERY METHOD

- » Web-based Training (WBT)

### COURSE DURATION

- » 1 Hour

### PREREQUISITES

- » None

### RECOMMENDED TRAININGS

- » BMC Helix Business Workflows 21.x: Fundamentals Using (WBT)
- » BMC Helix Digital Workplace 22.x: Fundamentals Using (WBT)

## Course Overview

BMC Helix for HR Service Management enables HR leaders to manage, automate, and scale service delivery. It provides innovative services and core features to deliver an exceptional employee experience.

The course introduces BMC Helix for HR Service Management, its core capabilities, and the roles involved. The course explains various solutions provided by HR Service Management such as HR Portal, Onboarding Solution, Offboarding Solution, and Alumni Service Center. The course will navigate you through the applications and guides to raise the requests. Also, the course also briefs about the process of configuring various solutions offered by HR Service Management.

## Target Audience

- » Users

## Learner Objectives

- » List the core capabilities of HR Service Management solutions
- » Explain various solutions of HR Service Management such as HR Portal, Onboarding Solution, Offboarding Solution, and Alumni Service Center
- » Explain how to raise a request in the HR Portal and onboarding request
- » Explain how to raise a voluntary separation request by using the catalog service item
- » List the features of the Onboarding Portal and New Hire Portal
- » Describe how to view and track onboarding requests
- » Describe how to update, track, and cancel onboarding requests in the Onboarding Portal
- » List the benefits of the Offboarding solution
- » Explain the workflow of the Offboarding solution
- » Explain the process of configuring various solutions of HR Service Management



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### COURSE ACTIVITIES

- » Demonstrations
- » Quizzes


### BMC HELIX FOR HR SERVICE MANAGEMENT LEARNING PATH

- » NA

### CERTIFICATION PATH

- » This course is not part of a BMC Certification Path.

### DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization.
- » [Contact us for additional information](#) 

## Course Lessons

### Lesson 1: BMC Helix for HR Service Management Overview

- » Introduction to BMC Helix for HR Service Management
- » Core capabilities of HR Service Management solutions
- » Introduction of various solutions of HR Service Management
  - HR Portal
  - Onboarding Solution
  - Offboarding Solution
  - Alumni Service Center

### Lesson 2: Overview of HR Portal

- » Introduction to HR Portal
- » Navigating through the HR Portal

- » Raise a request in the HR Portal

### Lesson 3: Overview of Onboarding Solution

- » Introduction to Onboarding Solutions
  - Onboarding Portal
  - New Hire Portal
- » Features of the Onboarding Portal and New Hire Portal
- » Raising an onboarding request
- » Working with onboarding requests

### Lesson 4: Overview of Offboarding Solution

- » Introduction to the Offboarding Solution
- » Benefits of the Offboarding solution
- » Workflow of the Offboarding solution

- » Raising a Voluntary Separation Request
- » Raising a voluntary separation request by using the catalog service item

### Lesson 5: Overview of Alumni Service Center

- » Introduction to the Alumni Service Center
- » Raising a request in the Alumni Service Center

### Lesson 6: Configuring Various Solutions of BMC Helix for HR Service Management

- » Process of configuring various solutions of HR Service Management

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