



COURSE ABSTRACT

CURRICULUM CODE

» SPPT-HSSULT-SUBS

DELIVERY METHOD

- » Subscription-based
 - Web-based Training (WBT)
 - Instructor-led Training (ILT)
 - Virtual Instructor-led Training
 - Assisted Self-paced Training (ASP)
 - Certification
 - Expert Coaching (maximum of 6 hours annually; minimum scheduled appoint duration is 30 minutes)

Subscription Overview

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. Users are encouraged to share their experiences and post status updates about the resources that concern them. IT can analyze the conversations around resources to gain insight into service usage trends, in order to plan for the organization's future needs more efficiently. BMC Helix delivers cognitive service management that is fast, accurate, cost effective and is available to run on your choice of cloud, in a hybrid model, or in your own data center. The BMC Helix solution's cognitive capabilities, meanwhile, can help reduce support costs. For example, intelligent chatbots can handle user queries and questions. Additionally, the BMC Helix solution provides tools for managing and monitoring multi-cloud solutions. The BMC Helix Add-Ons include the following products:

Using examples, demonstrations, and scenarios, the content of the online education subscription provides an overview of BMC Helix Digital Workplace and BMC Helix Add-Ons details the use of the BMC Helix Digital Workplace and BMC Helix Add-Ons solutions.

IMPORTANT: 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.

Students can schedule up to 6 hours coaching annually. At BMC's discretion or based on customer demand, BMC reserves the right to change expert 1:1 coaching appointments to group coaching calls.

Target Audience

- » Administrators
- » Consultants
- » End Users

Learner Objectives

- » Explain Digital Workplace and Digital Workplace Catalog
- » Describe the BMC Digital Workplace and Catalog Interfaces
- » Learn how to use the BMC Digital Workplace Catalog Administration Console to complete administrative tasks in BMC Digital Workplace Catalog
- » Understand how to populate a Service Catalog to assist self-service users
- » Learn how to create and configure BMC Helix Chatbot
- » Understand how to integrate BMC Helix Chatbot with external communication channels, including Slack, Skype for Business and other
- » Introduction on how to use BMC Helix Cognitive Automation for the automatic categorization of tickets within Helix ITSM
- » Introduction to BMC Helix Multi-Cloud Service Management, including the configuration of connectors and workflows
- » Introduce BMC Remedy Smart Reporting and list its associated roles
- » Create and work with reports, storyboards, and dashboard tabs
- » Deploy and install BMC Remedy Smart Reporting

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©2019 BMC Software, Inc. All rights reserved.



BMC Helix Digital Workplace and Add-Ons: Ultimate Subscription

COURSE ABSTRACT

SUBSCRIPTION ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises
- » Quizzes
- » Product Simulations
- » Expert Coaching

ACCREDITATION AND CERTIFICATION PATHS


- » This subscription is part of the BMC Helix Digital Workplace and BMC Helix Digital Workplace Catalog Certification Path

REFERENCE LINKS

Explore the following links to learn more about Helix ITSM learning path and subscription options.

- » [BMC Helix Digital Workplace Learning Path](#)

DISCOUNT OPTIONS

- » Want to subscribe for more than one year, renew an existing subscription or purchase subscriptions for several students? Please contact us for special offers
- » [Contact us for additional information](#) 

Offerings

Course Name	ASP	ILT	WBT	CERT
BMC Digital Workplace 18.x: Fundamentals Using			✓	
BMC Helix Digital Workplace 19.x: Fundamentals Using			✓	
BMC Helix Digital Workplace 20.x: Fundamentals Using			✓	
BMC Helix Digital Workplace Basic 20.x: Fundamentals Administering		✓		
BMC Helix Digital Workplace Advanced 20.x: Fundamentals Administering		✓		
BMC Certified Associate: Helix Digital Workplace Advanced 20.x Online Exam				✓
BMC Helix Digital Workplace 19.x: Fundamentals Catalog Administering – Part 1			✓	
BMC Helix Digital Workplace 20.x: Fundamentals Catalog Administering – Part 1			✓	
BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 2		✓		
BMC Helix Digital Workplace Advanced 20.x: Fundamentals Catalog Administering – Part 3		✓		
BMC Certified Associate: Helix Digital Workplace Advanced Catalog 20.x Online Exam				✓
BMC Certified Professional: Helix Digital Workplace Advanced 20.x Online Proctored Exam				✓
BMC Remedy Smart Reporting 18.x: Fundamentals Using			✓	
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Using			✓	
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Administering	✓	✓		
BMC Certified Associate: Helix ITSM - Smart Reporting 19.x Online Exam				✓

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©2019 BMC Software, Inc. All rights reserved.

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





BMC Helix Digital Workplace and Add-Ons: Ultimate Subscription

COURSE ABSTRACT

Course Name	ASP	ILT	WBT	CERT
BMC Helix ITSM - Smart Reporting 19.x: Fundamentals Report Designing		✓		
BMC Certified Associate: Helix ITSM - Smart Reporting 19.x Designing Online Exam				✓
BMC Helix Business Workflows 19.x: Fundamentals Using			✓	
BMC Helix Business Workflows 20.x: Fundamentals Administering		✓		
BMC Helix Chatbot 20.x: Fundamentals Administering		✓		
BMC Certified Associate: Helix Chatbot 20.x for Administrators Online Exam				✓
BMC Helix Chatbot 20.x: Fundamentals Developing Conversations with IBM Watson Assistant		✓		
BMC Helix Multi-Cloud Service Management 20.x: Fundamentals Administering			✓	
BMC Helix Platform 19.x: Fundamentals Developing – Part 1			✓	
BMC Helix Platform 20.x: Fundamentals Developing – Part 2		✓		
BMC Certified Associate: Helix Platform 20.x Developing Online Exam				✓

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©2019 BMC Software, Inc. All rights reserved.

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

