BMC Helix Digital Workplace 20.x: Administering Skills Assessment

Assessment Brief

SKILLS ASSESSMENT NAME

» BMC Helix Digital Workplace 20.x: Administering Skills Assessment

ASSESSMENT CODE

» SPPT-SKILL-DWAD-2002

APPLICABLE VERSIONS

» BMC Helix Digital Workplace 18.11, 19.02, 19.05, and 20.02

REQUIRED PREREQUISITES

» None

TARGET AUDIENCE

» BMC Digital Workplace Administrators

ASSESSMENT DURATION

» 2 Hours

COURSE REGISTRATION

Choose from the following options to register for a BMC Education Services course:

» Register online for BMC Software courses at: **www.bmc.com/education**
» Contact your **BMC Education Advisor** for help with registration

PURPOSE OF SKILLS ASSESSMENT

BMC Helix Digital Workplace offers two applications, Digital Workplace and Digital Workplace Catalog. BMC Digital Workplace is a self-service application for business users for self-service, to enter trouble tickets, and to contact IT - anytime, on any device.

The **BMC Helix Digital Workplace 20.x: Administering Skills Assessment** is to be taken by customers and partners to check their skills for key Digital Workplace product areas BEFORE registering for any **BMC Helix Digital Workplace** trainings. Based on the result analysis, BMC can provide a recommendation which training courses would fill potential skill gaps.

Note: During this assessment, Digital Workplace Catalog skills are NOT checked.

The skills assessment is not an exam and is not meant to test individuals but provide students and teams an overview of existing and missing skills to select the appropriate training. Assessment takers shouldn´t prepare and also not retake the assessment to avoid receiving the incorrect recommendations.

Reviewed Skills

The knowledge around the following topics is checked:

» BMC Helix Digital Workplace overview, system requirements, and search functionality
» Multi-tenancy in BMC Helix Digital Workplace
» Configuring Locations, Assets, Services, Calendar, Permission, Localization, and Application Functionality
» Approvals in BMC Helix Digital Workplace
» Rebranding BMC Helix Digital Workplace
» Setting Catalog, Knowledge Articles, Help Desk, Privacy Notes, Service Requests and Surveys
» Reporting and troubleshooting BMC Helix Digital Workplace

Getting Started

Step 1.

Register for the skills assessment. The skills assessment is free of charge for all customers and partners

Step 2.

Review the assessment results yourself or ask BMC to provide a report and feedback with training recommendations

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