

BMC Helix Digital Workplace 20.x: Administrator



About the Product:

BMC Digital Workplace (formerly called BMC MyIT) 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.

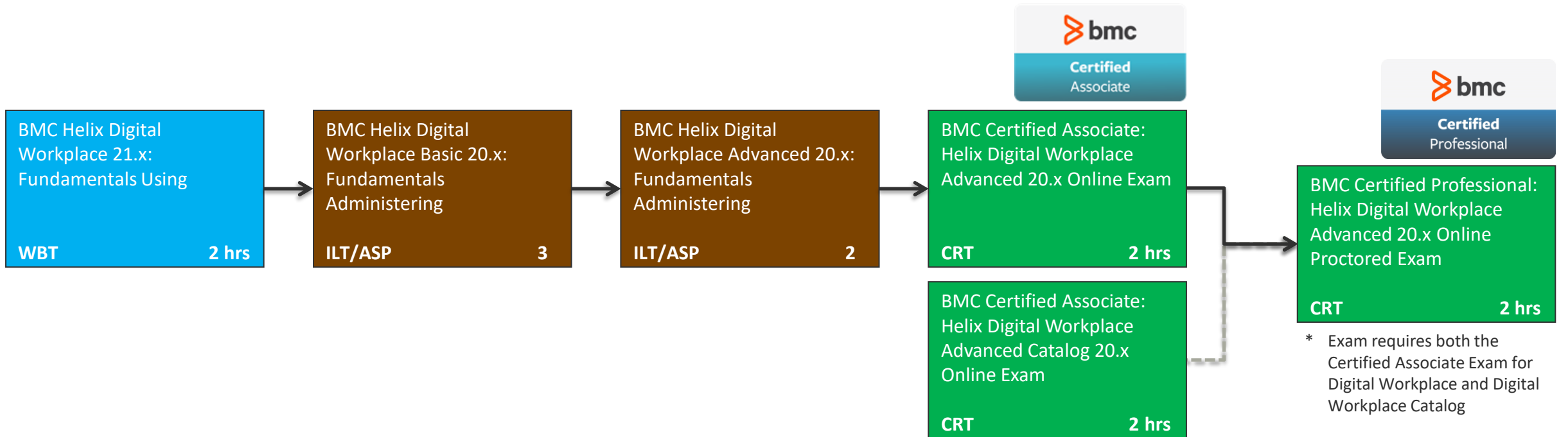
Note: For more information on a course, click the course box below.

About the Training Target Group – Administrator Responsibilities:

- BMC Digital Workplace overview, benefits, and features
- Understand how BMC Digital Workplace integrates with different BMC applications
- Configure BMC Digital Workplace
- Deploy BMC Digital Workplace to users
- Configure approvals in BMC Digital Workplace and BMC Remedy Service Request Management
- Set up Help Desk, Contacts, and Calendars
- Set up service requests through BMC Remedy Service Request Management

Recommended for: Administrators

Applicable Versions: 19.08, 19.11, and 20.02



BMC Helix Digital Workplace 20.x: Catalog Administrator



About the Product:

BMC Helix Digital Workplace offers two applications, Digital Workplace Client and Digital Workplace Catalog. Digital Workplace Catalog is an enterprise app store solution designed to be the center of your digital workplace. This application integrates with external fulfillment systems through service connectors to enable communication between the catalog application platform and the different fulfillment systems.

Note: For more information on a course, click the course box below.

About the Training Target Group – Administrator Responsibilities:

- Define key responsibilities for various Digital Workplace Catalog roles
- Describe the BMC Digital Workplace and Catalog Interfaces
- Explain how to create a basic service
- Review the catalog profile, service level agreements, and add cost adjustments to services
- Describe how to manage roles in BMC Digital Workplace Catalog
- Learn how to use the BMC Digital Workplace Catalog Administration Console
- Understand how to create the workflows and questionnaire for service fulfillment

Recommended for: Catalog Administrators

Applicable Versions: 19.08, 19.11, and 20.02

