



# BMC Helix Digital Workplace 20.x: Fundamentals Catalog Administering - Part 1 (WBT)

## COURSE ABSTRACT

### COURSE CODE

» SPPT-DWC1-2002

### APPLICABLE VERSIONS

- » BMC Digital Workplace Catalog 19.11 and 20.02
- » BMC Helix Digital Workplace 19.11 and 20.02

### DELIVERY METHOD

- » Web-based Training (WBT)

### COURSE DURATION

- » 4 Hours

### PREREQUISITES

- » NA

### RECOMMENDED TRAININGS

- » NA

## Course Overview

BMC Helix Digital Workplace offers two applications, Digital Workplace 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.

In this online training, students will learn about the basic concepts and benefits of Digital Workplace Catalog. They also learn about catalog user roles, services, workflows, bundles, banners, and much more. Step-by-step simulations are designed to guide students with performing the actions required to successfully perform their job.

## Target Audience

- » Digital Workplace Catalog Administrator

## Learner Objectives

- » Explain Digital Workplace
- » Explain Digital Workplace Catalog and its basic concepts
- » Explain Digital Workplace Catalog architecture at high level
- » Define key responsibilities for various Digital Workplace Catalog roles
- » Describe the BMC Digital Workplace and Catalog Interfaces
- » Describe Service Catalog items
- » Explain how to create a basic service
- » Review the catalog profile, service level agreements, and add cost adjustments to services
- » Explain entitlements for end-user service consumption
- » Describe the Digital Workplace unified catalog
- » Explain bundles and banners
- » Explain the features introduced in versions 19.11 and 20.02

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### COURSE ACTIVITIES

- » Quizzes
- » Product Simulations


### BMC MYIT DIGITAL WORKPLACE LEARNING PATH

- » [http://www.bmc.com/education/courses/myit\\_training.html](http://www.bmc.com/education/courses/myit_training.html)

### ACCREDITATION AND CERTIFICATION PATHS

- » 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 Modules

### Module 1: Getting Started

- » Describe BMC Digital Workplace (Basic and Advanced)
- » Describe BMC Digital Workplace Catalog Introduction and Feature Highlights
- » Describe Architecture
- » Explain Basic Concepts
  - Service
  - Catalog
  - Catalog Source and items

### Module 2: Integration with Applications

- » Overview of integrating Catalog with Remedy applications
- » Overview of integrating Catalog with other applications:
  - BMC Client Management
  - BMC Helix Chatbot
  - BMC Remedy Sign-On

### Module 3: Connectors and External Systems

- » Connect your catalog to external systems
- » Overview and list of external system connectors
- » Describe a Catalog Queue

- » Describe import of Service Catalog Items

### Module 4: Navigating BMC Digital Workplace Catalog, Admin Console, and User Console

- » Navigate the BMC Digital Workplace Catalog Interface as various Catalog roles
- » Status Updates, Notifications, and Reports
- » Navigate the BMC Digital Workplace End User Console
- » Navigate the BMC Digital Workplace Admin Interface as an Administrator

### Module 5: Digital Workplace Catalog Roles and Responsibilities

- » Identify various BMC Digital Workplace Catalog Administration and Other Roles
- » Set up User Accounts and Granting Access
- » Describe the Catalog Administrator and Internal Supplier Administrator Roles
- » Describe the Internal Supplier Role
- » Describe the Asset Manager Role
- » Describe the Service Agent Role
- » Describe the Customer Administrator Role

### Module 6: Service Creation

- » Describe the Standard process for creating services
- » Describe Service Actions
- » Describe Workflows and Questions
- » Describe Cost and Quantities, SLA, and CMDB for Services
- » Approve, Publish, and Add Service to Marketplace
- » Enable Service from BMC Digital Workplace Admin

### Module 7: Service Bundles and Banners

- » Describe bundling
- » Describe mandatory vs. optional bundle items
- » Describe different types of promotional banners

### Appendix: Digital Workplace Catalog 19.11 and 20.02 Features

- » List and explain the features introduced in version 19.11
- » List and explain the features introduced in version 20.02

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