

BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows – Part 2 (ASP)

[Learning Path](#)

Course Code: SPPT-DWC2-2330-ASP

Modality

Assisted Self-paced (ASP)

Duration

Equal to 3 Days

Applicable Versions

23.30.x

Target Audience

- Administrators

Course Overview

BMC Helix Digital Workplace is a solution that helps make it easier and faster for employees to find the information they need so that they can focus on more strategic work. Its intelligent, omni-channel, multi-lingual conversational experience results in an effective consumption of self-service when it is most needed.

Access the Catalog console to configure the service catalog for designing the services and workflows, building reusable questionnaires, managing BMC Helix Digital Workplace user roles, creating promotional banners, configuring connectors, and defining entitlements.

This course combines classroom instruction with laboratory exercises to guide students through the concepts of the BMC Helix Digital Workplace Catalog console. Students will develop skills in catalog configurations.

This Assisted Self-paced course provides students with the information and hands-on lab exercises they need to begin configuring and administering BMC Helix Digital Workplace Catalog users.

This course offers additional multilingual subtitles/closed captioning (cc) in French, German, Italian, Portuguese, and Spanish, generated using an artificial intelligence translation tool.

Recommended Trainings

- BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows – Part 1 (WBT)

Learning Objectives

- Create Workflows, Questions, and Services
- Troubleshoot a Failed Request
- Manage Virtual Marketplace Entitlements
- Manage Workflows
- Explore Service Options
- Configure Connectors
- Create Surveys
- Create a Workflow to Generate Multiple Fulfillment Tickets
- Manage the Workflow Designer Palette
- Use a Call Activity
- Add an Exclusive Gateway
- Create a Promotional Banner
- Export and Import Services

Course Activities

- Student and lab guide as e-book
- Product community for questions and answers
- Course recording via WBT
- Access to the instructor for up to 1.5 hours by appointment (use within 90 days of registration)

Virtual Lab

- With this offering, you will receive student and lab guides as eBooks. You will have access to products and communities to answer your questions. All the course recordings will be available in the form of WBTs. You will have access to the instructors for up to one and a half hours by appointment. Make sure to use this time up within **90 days** of registration.
- Lab Vouchers are issued at course registration time and must be redeemed within **90 days** of receipt. Once a Lab Voucher is redeemed, 28 days of lab access (portal access) are granted, with 6 hours of on-demand lab time to be used. Once the lab time is used or the 28 days expire, the lab access ends.
- Click [here](#) for additional ASP virtual lab access information in a graphical format.

Course Modules

Module 1: Getting Started with BMC Helix Digital Workplace Catalog

- Introduction to Helix Digital Workplace Catalog

Module 2: Creating Workflows and Services

- Designing Workflow
- Creating Services
- Managing Questions
- Troubleshooting

Module 3: Managing Services

- Understanding Virtual Marketplace Entitlements
- Creating Categories and Service Templates
 - Managing Subcatalogs

Module 4: Managing Workflows

- Configuring Shared Workflow
- Copying Workflow for a New Service
- Understanding External Link Fulfillment

Module 5: Exploring Service Options

- Setting SLA, Cost, and Quantity for Service Versions
- Reopening Requests
- Making a Service Unrequestable and Unpublishing
- Enabling the Quick Request Option
- Integrating with CMDB
- Understanding Revision History

Module 6: Configuring BMC Helix Innovation Studio, AD, and REST Connectors

- Understanding the Innovation Studio Connector
- Understanding the Active Directory Connector
 - Understanding the REST Connector

Module 7: Configuring Catalog Surveys

- Configuring Catalog Surveys

Module 8: Question Designer

- Create Questions
- Distinguish Between Process Questions and User-Generated Questions

- Add Pages to a Questionnaire
- Configure Conditional Branches for Questionnaires
- Edit Question Settings

Module 9: Multi-User Requests

- Configure On Behalf Of Rules
- Set the multi-user question limit
- Create a Multi-User Request Questionnaire

Module 10: Exporting and Importing Services

- Exporting and Importing Services

Module 11: Configuring Banners

- Configuring Promotional Banners