BMC HELIX DIGITAL WORKPLACE

BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows - Part 3

Course Code: SPPT-DWC3-2330

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Learning Path >

Modality	Duration	Applicable Versions	Target Audience
Instructor-Led Training (ILT)	3 Days	23.3.x	• BMC Helix Digital Workplace 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 Catalog console of BMC Helix Digital Workplace. Students will develop skills in catalog configurations.

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Required Trainings

• BMC Helix Digital Workplace 23.x: Fundamentals Configuring Service Catalog and Workflows - Part 1 (WBT)
• BMC Helix Digital Workplace 22.x: Fundamentals Configuring Service Catalog and Workflows - Part 2

Learning Objectives

• Create a Build Input Set element and combine multiple Build Input Set elements
• Use a Call Activity to launch an AR System Approval Process
• Troubleshoot a called workflow using BMC Helix Innovation Studio
• Understand the OOTB Generate Q and A String workflow
• Set Internal Tags to hide certain questions from the Q and A string
• Manage Asset Groups
• Create Service Actions for Assets and Service Requests
• Use the Innovation Studio Connector
• Use the Create Record element in a workflow
• Create Service Actions for Assets and Service Requests
• Create Workflow to generate multiple fulfillment tickets
• Use a Receive Task element to pause workflow
• Create a Service Bundles containing services

Course Modules

Module 1: Using the Build Input Set Element
- Create a Build Input Set element to use the Other Fields parameter when creating an ITSM fulfillment ticket
- Create Build Input Set elements to handle Work Order Type fields
- Combine multiple Build Input Set elements

Module 2: Managing Approvals
- Use a Call Activity to launch an AR System Approval Process
- Set the Call Activity INPUT MAP
- Add an Exclusive Gateway to select the appropriate approval process
- Update the parent workflow to call a separate approval workflow
- Use the output of the approval workflow
- Add an Exclusive Gateway to handle approved or rejected responses
- Troubleshoot a called workflow using BMC Helix Innovation Studio

Module 3: Generating a Q and A String
- Use a Send In-App Notification element to troubleshoot and test workflow
- Understand the OOTB Generate Q and A String workflow
- Set Internal Tags to hide certain questions from the Q and A string
- Update the Q and A String with the Replace Function to show multi-select answers in separate rows
- Add an Update Service Request element to the workflow to display meaningful details on the request tile

Module 4: Asset Groups and Service Actions
- Understand how to enable Asset Connectors
- Manage Asset Groups
- Create Service Actions for Assets and Service Requests

Module 5: Innovation Studio Connector
- Describe the Innovation Studio Connector
- Identify the objects in Innovation Studio
- Use the Create Record element in a workflow
- Map questions to forms in Innovation Studio

Module 6: Designing a Unified Workflow for ITSM Tickets
- Create a workflow that can call either:
    - Create Incident
    - Create Work Order
    - Create Change
- Configure a hidden question that administrators can use to select the ITSM ticket type being created by the workflow.

Module 7: Exploring the BMC Content Pack Services
- Understand the functionality of the Services in BMC ITSM Content Pack:
    - Application Access Request
    - Create User Account
    - Fix and Repair
    - Guest WiFi
    - Order New PC
- Decide which functionalities you want to include in your workflow
- Explore the many services in the BMC BMC Helix Business Workflows Content Packages

Module 8: Creating Multiple Fulfillment Ticket Workflow
- Create a Workflow to generate multiple fulfillment tickets
- Use Call Activity to run the workflow from another workflow
- Add a Parallel Gateway element to run multiple elements simultaneously
- Use a Receive Task element to pause workflow
- Configure the Work Status local variable to track fulfillment ticket status

Module 9: Creating Tasks with Workflow
- Understand workflow that creates entries in TMS:Task form
- Use Call Activity to run a workflow from another workflow
- Update the workflow to create a Work Order with a related Task

Module 10: Service Bundles
- Understand the concept of Service Bundles and how to create a Bundle
- Create a Service Bundle that contains two Services:
    - Application Access Request
    - Order New PC (required)

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