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Education Adoption Service for Digital Workplace and Smart IT

Empower and prepare employees with custom communications and end user education

BUSINESS CHALLENGE

Positive and immediate business impact from new technical solutions is crucial for competitive advantage. Unfortunately, many solution rollouts are slow because users are confused, missing skills, or resistant to change. Amidst rising user expectations and a rapid pace of innovation, today's IT teams are increasingly pressured to internally market, communicate, and train staff on any solution they deliver.

BMC APPROACH

BMC Education Services has designed a professional enablement service that helps IT and company leaders show, tell, and reinforce the value of the Digital Work Place or Smart IT solution and ensure users acquire required skills. Our service has two components that enterprises can customize based on company-specific messaging or learning needs.

First, we develop a 100% customized enablement and communication video to rapidly reach users with a targeted and professional message.

Second, we offer a customizable web-based training (WBT) that demonstrates practical how-to's for fast skills acquisition, especially for those with non-technical job functions or backgrounds.

The combination of the enterprise-specific video message with the web-based training provides comprehensive user enablement—increasing understanding of the need for the change, and the comfort level to quickly utilize the Digital Workplace or Smart IT Solution. With our experience across hundreds of implementations, BMC training content is rich, up-to-date, and optimized for all types of learners.

OFFERING DETAILS

There are two routes to a successful Digital Workplace and/or Smart IT implementation.

The first route offers an Adoption Video which is designed to improve internal communication and change manage and targets both managers and end users. This is a 6-10 minute custom video that provides your end users with the following:

- Your company's IT vision and why Digital Workplace/Smart IT is being implemented
- The benefits that Digital Workplace/Smart IT will provide the viewer
- How the viewer's daily routine will be different and better when using Digital Workplace/Smart IT

Upon request, the video can also include a video message of your key stakeholder reiterating the key points above.

The second route offers Web-based training which provides the needed skills to efficiently utilize the solution which ultimately reduces technical support requests. The out-of-the-box training courses (Digital Workplace = DWP 2hrs, Smart IT 3hrs) teach students how to use the basic features and functionalities of these products. These interactive standard courses already contain explanations, demos, simulations and quizzes.

In DWP for example, the customer will learn how to raise a request for themselves and a service request on behalf of someone else, view notifications, approve/reject a request, and search for knowledge articles. In addition, they will learn how to update a user profile.

In Smart IT students will learn major concepts (using both the desktop and mobile interface) such as performing change, problem, asset, configuration and knowledge management tasks.

BMC can customize the training to add, remove and edit contents, customer brand the course or add customer processes and screenshots.

RELATED OFFERING

- **Consulting Services** – In addition to working with our BMC Support team, you can work with our Consulting and Managed Services team for projects, upgrades, installations, and more

- **Education** – BMC Education provides training and services for every aspect of implementation, operation, and optimization of your BMC Solution.

FOR MORE INFORMATION

To learn more about BMC Education Services, please visit **bmc.com/education**

ROUTES TO SUCCESSFUL DIGITAL WORKPLACE IMPLEMENTS

	CUSTOM COMMUNICATION VIDEO	CUSTOM END USER TRAINING
Objective	• Communicate to employees about value of solution for their company and advantage for them	• Provide users with all skills to successfully use key solution functionalities
Deliverables	• 6-10 minute custom video based on customer goals and branding	• 1-2 hours web-based training (WBT) for Digital Workplace and 2-3 hours Smart IT Training, either out-of-the-box or custom course based on customer processes, implementation, and branding

Successful Digital Workplace implementation can be achieved through an adoption video, a custom user training, or with both methods.

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