

NEOHIVE SOLUTIONS PVT. LTD.

BMC HELIX INNOVATION STUDIO/Business Workflows

Professional Training Programs

All fees mentioned in this document are per candidate.

Professional Training Programs

Structured, practical BMC Helix Innovation Studio and Business Workflows programs designed around learner experience, project requirements, and skill gaps.

- **IS Fundamentals** Foundation and core Innovation Studio development
- **IS Developer / Practical** Project-oriented development and implementation skills
- **IS Advanced / Proficiency** Advanced architecture, development, integration and troubleshooting
- **BMC Helix Business Workflows** Practical workflow design and business process automation
- **IS Expert Mentoring** Customized guidance based on project and skill requirements

Program duration and curriculum can be adjusted based on existing experience and learning objectives.

1. IS Fundamentals

15–20 hours

Innovation Studio Foundation

- BMC Helix / Innovation Studio overview
- Architecture and development concepts
- Applications, bundles and development model
- Development lifecycle and workspace

Record Definitions

- Record types and fields
- Associations and identifiers
- Status and permissions basics
- Creating and managing record data

Views

- View fundamentals
- Forms, panels and fields
- Tables, search and filtering
- Basic UI behavior

Rules

- Rule fundamentals
- Qualifications and execution
- Validation
- Create/update actions

Processes

- Process Designer fundamentals
- Start/end events and activities
- Conditions and variables
- Basic approvals and record operations

Hands-on Application

- Build a small application end-to-end: Record → View → Rule → Process → Testing

Outcome: Build a basic functional Innovation Studio application independently.

2. IS Developer / Practical

25–30 hours

Architecture & Development Model

- Application structure
- Definitions and relationships
- Packages/bundles
- Deployment and development best practices

Advanced Record Definitions

- Complex structures and associations
- Computed/selection fields
- Record relationships and queries
- Reusable data models

Views & UI Development

- Complex views
- Dynamic and conditional behavior
- Actions and events
- Validation and user experience

Rules

- Complex qualifications
- Execution behavior
- Data manipulation
- Debugging rule behavior

Process Designer

- Complex processes
- Activities, conditions and variables
- Approvals and notifications
- Error handling and debugging

Automation & Service Tasks

- Process actions
- Record operations
- Automation patterns
- Failure handling

Security

- Roles and permissions
- Application security
- Record-level access concepts
- Access troubleshooting

APIs & Integrations

- REST fundamentals
- External API concepts

- JSON and authentication concepts
- Integration error handling

Deployment & Troubleshooting

- Packaging and deployment
- Common deployment issues
- Logs and troubleshooting methodology

Real Project

- Build a practical application covering data model, UI, rules, process, approval, notification, security and testing

Outcome: Take a functional requirement and convert it into a project-ready Innovation Studio application.

3. IS Advanced / Proficiency

40–50 hours

Advanced Architecture

- Scalable application design
- Data-modeling decisions
- Reusable components
- Dependencies and maintainability

Advanced Record Definitions

- Complex relationships
- Advanced associations
- Computed fields and queries
- Data manipulation and performance considerations

Advanced UI / Views

- Complex UI behavior
- Dynamic forms
- Advanced actions and validations
- Reusable UI patterns

Advanced Rules

- Complex qualifications
- Rule chaining and execution
- Conditional automation
- Recursion avoidance and debugging

Advanced Process Design

- Complex process architecture
- Branching and parallel processing
- Dynamic approvals
- Exception paths and optimization

Advanced Automation

- Custom actions
- Service tasks
- Event-driven processing
- Reusable automation and retry/failure handling

Scripting

- When to script
- Working with records and data
- Custom logic
- Error handling, debugging and performance

Integrations

- REST APIs
- External system integration

- JSON/XML concepts
- Authentication and integration troubleshooting

Security

- Application permissions
- Roles/groups
- Record access
- Secure application design

Deployment & ALM

- Packaging and dependencies
- Versioning
- Environment movement
- Deployment failures and rollback considerations

Performance & Troubleshooting

- Performance bottlenecks
- Rule/process/query optimization
- Log analysis
- Root-cause analysis

Capstone Project

- End-to-end real-world requirement: architecture → data model → UI → rules → processes → integration → security → testing → deployment

Project Mentoring

- Existing project review
- Architecture review
- Troubleshooting
- Solution alternatives and project readiness

Outcome: Design, develop, troubleshoot and support real-world BMC Helix Innovation Studio applications.

4. BMC Helix Business Workflows

16 hours

Practical, implementation-oriented training covering Business Workflows configuration, workflow design, real-world business processes and troubleshooting.

1. BWF Foundation

Duration: 1.5 hours

- Introduction to BMC Helix Business Workflows
- BWF architecture and key components
- Business process automation concepts
- Relationship between BWF and Innovation Studio
- Business process → Case → Task → Approval → Closure
- BWF implementation approach

2. Foundation Data & Configuration

Duration: 2 hours

- Company, Organization and Site / Location
- People and Support Groups
- Operational Categories
- Foundation data relationships
- Configuration considerations
- Common foundation-data issues

3. Line of Business

Duration: 1.5 hours

- Line of Business concepts
- LOB configuration
- LOB-related settings
- Email configuration
- Notifications
- Operational Categories and LOB implementation considerations

4. Data Access & Security

Duration: 1.5 hours

- BWF roles and permissions
- Data Access Model
- Record-level access
- Row-Level Security
- Support Group-based access
- Designing access for different business users
- Common permission/access issues

5. Case Management

Duration: 2.5 hours

- Case Management overview
- Case types and Case Templates
- Case creation and lifecycle
- Case status and assignment
- Support Group assignment
- Quick Case
- Case relationships
- Email-based case creation
- Case configuration and troubleshooting

6. Task Management

Duration: 2 hours

- Task Management overview
- Task types and templates
- Creating and assigning tasks
- Task lifecycle and status
- Case–Task relationship
- Task sequencing and task flows
- Practical task configuration

7. Approvals & Notifications

Duration: 1.5 hours

- Approval concepts and configuration
- Case approvals
- Task approvals
- Approval conditions and routing
- Notifications and email notifications
- Common approval issues

8. Service Level Management

Duration: 1.5 hours

- SLA concepts in BWF
- SLA configuration
- Applying SLA to Cases
- Business Time
- Business Time Segments
- Business calendars
- SLA monitoring and troubleshooting

9. Real-World Business Process Implementation

Duration: 2 hours

- Business requirement analysis
- Business process design
- Case and Case Template design
- Task design and sequencing
- Approvals
- SLA / Business Time
- Notifications
- Assignment
- Testing and validation

10. Troubleshooting & SME Scenarios

Duration: 0.5 hours

- Case creation failures
- Task triggering issues
- Assignment problems
- Approval problems
- SLA issues
- Permission/access issues
- Real-world troubleshooting approach

Total Duration: 16 Hours

Practical outcome: Participants will understand how to translate a business requirement into a working BWF solution covering Case → Tasks → Approvals → SLA → Notifications → Testing, with real-world implementation and troubleshooting discussions.

Recommended demonstration: An enterprise process such as Employee Onboarding / Offboarding, showing requirement analysis through workflow execution and validation.

4. IS Expert Mentoring

Minimum 20 hours

Customized Mentoring

- Student chooses focus areas based on current skill level and project needs

Typical Focus Areas

- Architecture and solution design
- Advanced processes
- Debugging
- Scripting
- Integrations
- Existing project review
- Production issue troubleshooting
- Interview/project readiness

Outcome: Focused expert guidance without following a fixed course curriculum.

Program & Commercial Notes

Clear terms. Flexible delivery. Practical, project-oriented learning.

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- Training hours and curriculum can be adjusted based on the learner's existing experience and objectives.
- Advanced and expert programs can be customized around practical/project requirements.
- Project implementation or dedicated consulting is separate from standard training unless explicitly included in the agreed scope.
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Program Information

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BMC Helix • Innovation Studio • Business Workflows • Digital Workplace • ITSM Training • Consulting • Project Support