



BMC MyIT 3.x and BMC Remedy with Smart IT 1.x: Fundamentals for Administrators (ASP)

COURSE ABSTRACT

COURSE CODE

» SPPT-MISI-0330-ASP

APPLICABLE VERSIONS

- » BMC MyIT 3.0, 3.1, 3.2, and 3.3
- » BMC Remedy with Smart IT 1.0, 1.1, 1.2, 1.3, 1.4, 1.5, and 1.5.01

DELIVERY METHOD

- » Assisted Self-paced (ASP)
 - Student and lab guide as eBook
 - Product community for questions and answers
 - Course recording via WBT
 - Access to instructor for up to 2.5 hours by appointment (use within 90 days of registration)

VIRTUAL LAB ACCESS

- » 30 hours of virtual lab (=portal) access. A Virtual Lab access voucher will be provided and must be redeemed within 90 days of registration for 28 days of Portal access.
- » Click [here](#) for additional ASP virtual lab access information in graphical format.

COURSE DURATION

- » Equal to 5 Days

PREREQUISITES

- » BMC MyIT 3.x: Fundamentals for Users (WBT)

Course Overview

BMC MyIT is a new self-service app that enables users to accomplish key service tasks from their own devices. It unifies hardware, software, and services from multiple catalogs into one that cuts support time and boosts customer satisfaction. While MyIT is for users, BMC Remedy with Smart IT is an intuitive, engaging interface that helps you deliver service from anywhere with the fully mobile experience and build engaged teams with embedded social and collaboration capabilities.

BMC MyIT and BMC Remedy with Smart IT provide a modern IT experience for delivering, managing, and consuming a service.

This course provides students with the information and hands-on lab exercises they need to begin configuring and administering BMC MyIT. In addition, this course covers the configuration and administration of BMC Remedy with Smart IT.

IMPORTANT: Included in this course is the examination for **BMC Accredited Administrator: BMC MyIT 3.x and BMC Remedy with Smart IT 1.x**. Taking the exam and pursuing accreditation is optional, however all students enrolled in the *BMC MyIT 3.x and BMC Remedy with Smart IT 1.x: Fundamentals for Administrators (ASP)* course are automatically enrolled in the exam. You will have two attempts to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Accredited Administrator: BMC MyIT 3.x and BMC Remedy with Smart IT 1.x**.

Target Audience

- » Administrators
 - BMC MyIT Administrators
 - BMC Remedy with Smart IT Administrators

Learner Objectives

- » Perform the administration tasks for BMC MyIT
- » Perform the administration tasks for MyIT Virtual Chat
- » Perform the administration tasks for BMC Remedy with Smart IT



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COURSE ACTIVITIES

- » Video Coaching
- » Course eBook
- » Virtual Lab
- » Community Access
- » Hands-on Lab Exercises.


BMC MYIT AND SMART IT LEARNING PATH

- » http://www.bmc.com/education/courses/myit_training.html
- » http://www.bmc.com/education/courses/smart_it_training.html

ACCREDITATION AND CERTIFICATION PATHS

- » This course is part of the BMC MyIT 3.x and BMC Remedy with Smart IT 1.x Accreditation 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 with MyIT

- » MyIT overview, benefits, and features
- » Implementing MyIT
- » Introduction to starter kit

Module 2: MyIT Architecture

- » Describe the MyIT architecture
- » Describe the architecture for MyIT OnDemand
- » Describe the MyIT system requirements
- » Describe Load Balancing and High Availability

Module 3: MongoDB

- » Describe MongoDB
- » Describe a MongoDB Replica set
- » List the MyIT, Smart IT, and MongoDB installation process steps
- » List the MongoDB configuration steps
- » Describe how to restrict MongoDB access
- » Describe how to manage data in MongoDB

Module 4: Integrating Applications with MyIT

- » Understand integration of MyIT with BMC Service Request Management
- » Understand integration of MyIT with the following BMC applications:
 - BMC Remedy IT Service Management (ITSM)
 - MyIT Service Broker
 - BMC HR Case Management
 - BMC TrueSight Operations Management
 - BMC Virtual Chat

Module 5: Configuring MyIT

- » Enable map licenses
- » Set up administrator authentication
- » Set default service request definitions for MyIT
- » Localize titles and messages
- » Configure multitenancy
- » Describe how to check the status of important services

- » Explain how to set up email notifications

Module 6: Deploying MyIT to the Users

- » Describe how to deploy MyIT for users
- » Rebrand the MyIT Universal Client
- » Manage the Social settings

Module 7: MyIT Administrative Tasks

- » Explain how to set up locations
- » Describe how to add assets and create actions
- » Describe how to add multiple assets:
 - By importing CSV files
 - By importing assets from BMC Atrium CMDB
- » Describe how to add services and create actions
- » Describe how to set up sections in Catalog

Module 8: Other MyIT Administrative Tasks

- » Describe how to add services and create actions

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- » Describe how to set up sections in Catalog
- » Describe how to use the MyIT Active User Report
- » Configure approvals for MyIT
- » Create how-to articles in MyIT
- » Explain how to import articles from BMC Knowledge Management
- » Set up the contacts, Help Desk, and Calendars

Module 9: Requesting Services and Apps – Service Request Management

- » Set up Service Requests through BMC Remedy SRM
- » Use custom icons
- » Configure rules for Self-Service Requests On Behalf Of
- » Describe how to disable the addition of attachments to requests

Module 10: Troubleshooting MyIT

- » Describe how to work with logs
- » Run the Health Utility
- » Run the Diagnostic Utility
- » Perform some general troubleshooting tasks

Module 11: Introduction to BMC Virtual Chat

- » Explain BMC Virtual Chat concepts and features
- » Virtual Chat User Roles
- » Virtual Chat Process

Module 12: Using the Support Agent Console

- » Describe how to configure and use the Support Agent Console
- » Create Quick Text and Question Scripts

Module 13: Administering BMC Virtual Chat

- » Configure Self Service Portal
- » Configure Chat Server
- » Configure Virtual Agent Queries
- » Extend BMC Virtual Chat - Artificial Intelligence Markup Language (AIML)

Module 14: BMC Remedy with Smart IT Overview

- » List the benefits and main features of BMC Remedy with Smart IT (Smart IT)
- » Explain the Smart IT architecture
- » List the supported applications and integrations
- » Identify the Smart IT interface and main functionality

Module 15: Using Smart IT

- » Describe Smart IT roles and permissions
- » Identify the functionality for managing tickets and assets as a Smart IT user
- » Perform the different actions for managing tickets, assets, and People records in Smart IT
- » Describe the Knowledge Center Support (KCS) framework and its features
- » Perform different KCS-related actions

Module 16: Administering Smart IT

- » Add custom fields to your views using Smart IT
- » Add dynamic menu fields to Smart IT views
- » Configure actions in Smart IT
- » Describe BMC Remedy Smart Reporting configuration in Smart IT
- » View active users in Smart IT
- » Describe and configure affected assets on incident tickets
- » Modify the notifications, automatic following, date and time display format, and application modules settings in Smart IT
- » Modify knowledge template styles
- » Rebrand Smart IT

Module 17: Smart IT Troubleshooting

- » Explain Smart IT logs
- » List general troubleshooting steps
- » List recommendations for performance tuning