



# BMC MyIT Service Broker 3.x: Administering

## COURSE ABSTRACT

### COURSE CODE

» SPPT-MSBA-0300

### PRODUCT RELEASE

» BMC MyIT Service Broker 3.0

### DELIVERY METHOD

» Web-Based Training (WBT)

### COURSE DURATION

» 3 Hours

### TARGET AUDIENCE

- » Service Broker Administrators
- » Suppliers
- » Asset Managers

### PREREQUISITES

» None

## Course Overview

This 3-hour course combines self-paced content with product simulations to introduce MyIT Service Broker and explain how it helps eliminate catalog sprawl, boost worker productivity, and reduce unauthorized IT. Students will develop skills in creating and submitting new services; connecting service offerings to existing Service Request Definitions (SRDs); attaching and editing workflow; and much more! Step-by-step simulations are designed to guide students with performing the actions required to successfully perform their job.

## Course Objectives

- Explain key features and benefits of MyIT Service Broker
- Explain MyIT Service Broker architecture
- Define key responsibilities for Suppliers, Service Broker Administrators, and Asset Managers
- Explain four ways to add Service Catalog items
- Explain how to connect service offerings to existing Service Request Definitions
- Explain bundling
- Review the catalog profile, service level agreements, and add cost adjustments to services
- Create a virtual Marketplace for end-user service consumption
- Configure the BMC MyIT unified catalog




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### COURSE ACTIVITIES

- » Product Simulations
- » Course Assessment

### DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting Education Content for your organization
- » Contact us for additional information 

## Course Modules

### Module 1: Getting Started

- » Introduction to MyIT Service Broker
- » Feature Highlights
- » Architecture

### Module 2: Key MyIT Service Broker Administrative Roles and Responsibilities

- » Navigate the MyIT Service Broker Interface
- » Create and Submit a Service as a Supplier
- » Create, Manage, Approve, and Publish a Service as a Service Broker Administrator
- » Create a virtual Marketplace, Add Users and Services as an Asset Manager
- » Create a BMC MyIT Unified Catalog as a MyIT Administrator

### Module 3: Hands-On Simulations (Use Cases)

- » Create and Submit New Services
- » Review Catalog Profile, Review SLA, Add Cost Adjustment
- » Attach and Edit Workflow and Questions
- » Create Virtual Marketplace for End-user Service Consumption
- » Configure the BMC MyIT Unified Catalog

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