



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

COURSE ABSTRACT

COURSE CODE

- » SPPT-MYIU-0320

APPLICABLE VERSIONS

- » BMC MyIT 3.2

DELIVERY METHOD

- » Web-based Training (WBT)

COURSE DURATION

- » 1 Hour

PREREQUISITES

- » None

Course Overview

BMC MyIT is a self-service application that uses location, role, and preferences to guide users to accomplish key service tasks from their mobile devices or web browser. It also provides users with answers and tools they need here and now. The dashboard for end users shows meeting schedules, required services, outstanding requests, and ongoing discussion about the people, places, and resources that they choose to follow.

In this one-hour course, students will learn how to use the basic features and functionality of BMC MyIT. They 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 the user profile; manage posts and connections, book an appointment, and view the health status of a service.

Target Audience

- » MyIT End User

Learner Objectives

- » Navigate the MyIT console
- » Raise a general service request
- » Follow a user, group, or service
- » Create a post and a connection
- » Request access to a service
- » Search for How-To Articles
- » Make a Service Desk appointment
- » View the health status of services
- » Update the profile details

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COURSE ACTIVITIES

- » Demonstration
- » Product Simulation
- » Quiz


BMC MYIT 3.X LEARNING PATH

<http://www.bmc.com/education/courses/find-courses.html#filter/%7B%22products%22:%2217%22%7D>

ACCREDITATION AND CERTIFICATION PATHS

- » This course is not part of a BMC Certification 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: Using MyIT

- » Introducing MyIT
 - Describe MyIT
 - Describe the reason for change
- » How I Will Use MyIT
 - Service Catalog page
 - Support page
 - My Activity page
 - View notifications

Module 2: Hands-On Simulation (Use Cases)

- » Simulation 1 - Catalog Page
 - Search for a request
 - Browse request categories
 - Raise a request
- » Simulation 2 - News Feed Page

- Create a Connection
- Create a Post
- View Notifications
- » Simulation 3 - Support Page
 - Raise a service request
 - I need something fixed
 - I need something else
 - Search for a How-To resource
 - Make an appointment
- » Simulation 4 - My Activity, Profile, My Stuff, and Location pages
 - » My Activity Page
 - View posts, requests, and approvals
 - View Appointments and reservations
 - Approve/reject a request
 - » Profile Option
 - View profile

- Update profile
- » My Stuff Page
 - Follow services
 - Service Health
- » Location Page
 - Interact with a location
 - Book a location

Module 3: Demonstration (Mobile Interface)

- » Service Catalog
 - Raise request
 - View request
- » My Profile
 - View profile
 - Update profile

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