Ivanti Service Manager :
ISM Administrator Training

easy's | Project management

ivanti

Training Objectives

You will learn how to configure and administer Ivanti Service Manager, using the Configuration Console.

During this training, you will know:

- Customize the user interfaces of the solution
- Use the wizards to configure the main features,
- Create users and define their access to data and feature
- Customize modules for different roles
- Configure and use different types of searches
- Create, modify and set permissions for dashboards

- Create templates for object forms
- Set up quick actions to automate repetitive and routine tasks
- Configure workflows to customize object processing
- Determine when and how climbing occurs
- Create Services and Service Level Agreements (SLAs)
- Configure service requests

For whom is the training ?

For those who have already completed the administrative training. Especially for employees with the management of the solution Ivanti Service Manager.

Agenda

Days	Indicative content
Day 1	Team management, contact group and role management, research, dashboard, metric analytics, quick action; project / package / opsconsole
Day 2	Report, creation and editing of role, object template
Day 3	Workflow, service requests
Day 4	Object: fields, form, list, layout, business rules

Training duration :

4 Days

Training place :

At your premises or at Easy's

Number of participants :

Maximum 4 participants