

Ivanti Service Manager : IT Interveners Training



Training Objectives

The purpose of this training is to teach you how the Ivanti Service Manager solution works and how to get started. With this training, you will understand:

- Management Principles of Service Management Process
- Principles of Ivanti Service Manager
- Operation Ivanti Service Manager
- Incident management
- Request Management
- Task Management
- Internal and user communication
- Using dashboards and reports

For whom is the training ?

Back-office users of the solution.

Content

Days	Indicative content
½ day	Process and operation of the solution, incident management, task management
½ day	Demand Management « Manage » of dashboards and reports « Exercises » of use and daily work

Training duration :

1 Day

Training place :

At your premises or at Easy's

Number of participants :

Maximum 8 participants