

Ivanti Service Manager : End Users Training



Training Objectives

The purpose of this training is to familiarize yourself with the Ivanti Service Manager (ISM) Service Catalog. You can then be independent and open incidents and requests without outside help, without calling the Helpdesk.

For whom is the training ?

To people who will use the catalog of services, who will open the incidents and the requests.

Contenu

Days	Indicative content
Day 1	Presentation of the Ivanti Service Manager solution, theoretical principles, catalog of services, procedure for the opening of incidents / requests.

Training duration :

1 Day

Training place :

At your premises

Number of participants :

Maximum 20 participants