

Course ID: ILT-ISMC-1701

# Service Manager Configuration



## Course Overview

*Ivanti Service Manager Configuration Training*

This 3-day course takes your knowledge of Ivanti Service Manager to the next level. Throughout the course you will learn how to create your own Business Objects and user interfaces. Other valuable tools for customizing your SM system are also covered, such as setting up pick lists, configuring validation constraints, working with business rules, and using expressions.

Upon completion, you will have practiced the necessary skills to configure and create customized Business Objects for your Service Manager system. You will also qualify to take the Ivanti Associate Certification Exam.

## Course Objectives

By combining classroom training with scenario based hands-on exercises, students are empowered with the practical knowledge and skills needed to build new Business Objects for custom processes within Service Manager. You will learn:

- Basic concepts around Business Objects and introduction to course project
- How to Create and Define:
  - Business Object components including lists, forms and layouts
  - How to extend Business Objects and Relationships
  - Configuring Pick Lists
  - Managing Counters
  - Business Rules and Expressions
  - Managing System Settings and Application Logs
  - Importing and Exporting data

This course contains the subject matter to prepare candidates for the ivanti *Certified Associate for Service Manager* exam.

## Course Duration

3 days

## Course Pricing

US: \$2,295 US

## Delivery Method

This class is offered in an instructor-led online format. Students will apply concepts learned through the use of a SaaS lab environment. You only require access to the Internet for the training



## Recommended Prerequisites

*ILT-ISMA-1701 Service Manager Administration* is a required prerequisite. We also recommend you have had at least a few weeks' hands on experience with the Service Manager product before taking this class.

## Audience

This Expert level course is intended for:

- Systems administrators
- Individuals wishing to obtain the Ivanti Service Manager Associate Certification.
- Others responsible for Configuring and customizing the Ivanti Service Manager environment
- Channel Partners and System Integrators wishing to become consultants for Ivanti Service Manager

## Registration Information

You may register online at <http://training.ivanti.com>. Contact us at [training@ivanti.com](mailto:training@ivanti.com) for more information.

## Certification

The Ivanti Certified Associate for Service Manager exam measures your level of knowledge and skill to configure, administer, troubleshoot and maintain Ivanti Service Manager. In order to pass the exam, candidates should be proficient with all of the components.

### Preparation

In preparing for the exams, candidates should attend both of these courses:

- ILT-ISMA-1701 Service Manager Administration
- ILT-ISMC-1701 Service Manager Configuration

50% of the exam questions can be answered from the training Student and Solutions Guides. The remaining 50% will come from practical hands-on experience with the Service Manager product. Successful candidates will have:

- Participated in the course's lectures and discussions
- Performed and practiced the hands-on exercises
- Reviewed and studied the Student and Solutions Guides

### Benefits of Becoming Certified

Ivanti is one of the leading providers of systems administration technology for enterprise organizations. Becoming an Ivanti Certified Associate validates your knowledge and skill to administer, manage and maintain a secure tailored Service Manager implementation improving your organization's user productivity.

By meeting the standards of an Ivanti technical certification program, you demonstrate that you are prepared to take on Ivanti projects. Ivanti values our growing community of certified IT professionals and offers exclusive benefits, such as access to participate in application beta programs, and beta training courses and exams.

### Current Exams



- Certified Associate for Service Manager 2017 exam

Visit Ivanti's [Certification and Exam Center](#) for more information.

## Course Outline

<p><b>Day 1</b></p> <p><b>Section 1: Understanding Business Object Concepts</b></p> <ul style="list-style-type: none"> <li>• What is a Business Object?</li> </ul> <p><b>Section 2: Creating a Standalone Business Object</b></p> <ul style="list-style-type: none"> <li>• Introduction to the course project and challenges</li> </ul> <p><b>Section 3: Grids, Forms and Layouts</b></p> <ul style="list-style-type: none"> <li>• Designing grids, forms and layouts</li> </ul> <p><b>Section 4: Business Object Relationships</b></p> <ul style="list-style-type: none"> <li>• Defining Business Object relationships</li> </ul> <p><b>Day 2</b></p> <p><b>Section 5: Toolbar Editor</b></p> <ul style="list-style-type: none"> <li>• Customizing the tool bar</li> </ul> <p><b>Section 6: Creating Extended Business Objects</b></p> <ul style="list-style-type: none"> <li>• Extending existing business objects with the type selector</li> </ul> <p><b>Section 7: Creating a Validation Object</b></p> <ul style="list-style-type: none"> <li>• Providing options for pick lists</li> </ul> <p><b>Section 8: Pick Lists</b></p> <ul style="list-style-type: none"> <li>• Configuring Pick Lists for Data Consistency</li> </ul>	<p><b>Day 3</b></p> <p><b>Section 9: Configuring Validation Constraints</b></p> <ul style="list-style-type: none"> <li>• Constraining options based on other fields</li> </ul> <p><b>Section 10: Setting up Object Matching</b></p> <ul style="list-style-type: none"> <li>• Configure fields and results for object matching results</li> </ul> <p><b>Section 11: Using Expressions and Managing Counters</b></p> <ul style="list-style-type: none"> <li>• Using built in expressions and setting and managing counters</li> </ul> <p><b>Section 12: Working with Business Rules</b></p> <ul style="list-style-type: none"> <li>• Using expressions in Business Rules</li> <li>• Understanding trigger rules</li> </ul> <p><b>Section 13: Using System Setting and Data Integration</b></p> <ul style="list-style-type: none"> <li>• Managing System Settings and Application Logs</li> <li>• Importing and Exporting Data</li> </ul>
---	--