

Course Overview

The *Service Desk Administration 2017* course is a five-day training course covering topics for both administrative and design functions within the Service Desk 2017. Students will learn the *Common Foundational Skills* (CFS), which will lead the participant through how to configure and manage the key aspects of Service Desk including Object, Window & Process Design; Web Access and Workspaces for both Analysts and End Users and administrative functions including Service Level Management, User Management, Request Management, Configuration Management, Incident Management, Knowledge Management, and Problem Management.

Course Objectives

By combining classroom training with scenario based hands-on exercises, students are empowered with the practical knowledge and skills needed to effectively administer the Service Desk 2017 environment. You will learn:

- Basic concepts around administrative and design functions
- Configuration and management of key components, including:
 - Object, Window, and Process Design
 - Workspaces and Web access for Analysts and End Users
 - Administrative functions including: Service Level Management, User Management, and Knowledge Management

This course contains the subject matter to prepare candidates for the ivanti *Certified Service Desk 2017 Administrator* exam.

Course Duration

5 days

Course Pricing

US: \$3,750 USD

UK: £2,500 GBP

Germany: €3000 EUR

Australia: \$3,750 AUD

Delivery Method

This class is offered in an instructor-led format. Students will apply concepts learned through the use of a virtual lab environment.

Recommended Prerequisites

An understanding of ITIL and ITAM is helpful but not required.

Audience

This accelerated course is intended for:

- Systems administrators
- Networking professionals
- Others responsible for administering the Ivanti Service Desk environment
- Channel Partners and System Integrators with little or no experience administering Ivanti Service Desk

Registration Information

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

Certification

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

Preparation

In preparing for the exams, candidates should attend the ILT-SAM-1701 Service Desk 2017 Administration course. 90% of the exam questions can be answered from the Service Desk 2017 Administration course guide and Exercise Guide. The remaining 10% will come from practical hands-on experience with the Service Desk product. Successful candidates will have:

- Participated in the course's lectures and discussions
- Performed and practiced the hands-on exercises
- Reviewed and studied the Exercise Guide

Benefits of Becoming Certified

Ivanti is one of the leading providers of systems administration technology for enterprise organizations. Becoming an Ivanti Certified Engineer validates your knowledge and skill to administer, manage and maintain a Service Desk implementation to ensure a secure, 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 Service Desk 2017 Administrator

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

Course Outline

Day 1

Section 1: Introduction

Section 2: Introduction to Ivanti Service Desk

- Introduction to Ivanti Service Desk Console
- Introduction to Ivanti Service Desk Web Access
- Introduction to Ivanti Service Desk Workspaces

Section 3: Administration

- Console Administration
- Workspaces Administration

Section 4: Configuration Management

- Understand Configuration Management
- Version Control
- Understand Data Import

Day 2

Section 5: Service Catalogue

- Introduction to Service Catalogue
- Build the Service Catalogue
- Publish the Service Catalogue
- Importing Service Catalogue Items
- Using the Service Catalogue in Self Service

Section 6: Request Management

- Introduction to Request Management
- Request Management in Service Desk Web Desk
- Request Management in Service Desk Workspaces

Section 7: Service Level Management

- Service Level Management Overview
- Service Level Calendars
- Manage Response Levels and Escalations
- Service Level Agreements

Day 3

Section 8: Queries and Reports

- Ivanti Service Desk Console Query and Report Designer
- Queries and Reports using Ivanti Service Desk Console
- Queries and Reports using Ivanti Service Desk Web Desk

Section 9: Dashboard Designer

- Service Desk Console Dashboard
- Service Desk Web Desk Dashboard
- Service Desk Self-Service Dashboard
- Service Desk Workspaces Dashboard

Section 10: Configuration Center

- Introduction to Configuration Center
- Create a Test Environment

Section 11: Lists and Categories

- Order Lists, Reference Lists, and Categories

Day 4

Section 12: Object Designer

- The Object Designer
- Business Objects
- Attributes
- Relationships and Actions

Section 13: Window Manager

- Window Manager
- Window View Management
- Hot Topic Templates

Section 14: Process Designer

- The Process Designer
- Change Calendar
- Service Desk Test to Live

Day 5

Section 15: Introduction to Incident Management

- Incident Management in Service Desk Web Desk
- Incident Management in Service Desk Workspaces

Section 16: Knowledge Management

- Introduction to Knowledge Management
- Manage Knowledge Documents
- Search for Knowledge

Section 17: Design a New Process (Optional)

- Guidelines for Developing any New Process
- Design Workshop for New Process
- Build a New Hire Request Process Stage 1
- Build a New Hire Request Process Stage 2