

Course ID: ILT-ISMA-1701

# Service Manager Administration Training



## Course Overview

*Ivanti Service Manager Administration Training* is a 3-day training course covering topics for the administrative functions within the Ivanti Service Manager product. Delivered online this interactive instructor led session provides all the knowledge and skills to perform the day-to-day tasks of the Service Manager Administrator.

Upon completion, you will have practiced the necessary skills to manage and administer your Service Manager installation.

## Course Objectives

By combining live online instructor-led training with scenario based hands-on exercises, students are empowered with the practical knowledge and skills needed to effectively administer Service Manager. You will learn:

- Basic concepts around Service Manager and understanding the analyst interface
- Configuration and management of key components, including:
  - Dashboards
  - Searching and Reporting
  - Workflows
  - Service Level Management and Escalations
  - Templates and Quick Actions
  - Self Service and Self Service Mobile
  - Request Offerings and Service Catalog

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

An understanding of fundamental service management tasks and familiarization with the Ivanti Service Management user interface is helpful but not required.



## Audience

This accelerated course is intended for:

- Individuals responsible for administering and configuring the Ivanti Service Management environment
- Individuals wishing to obtain the Ivanti Service Management Associate Certification.
- Decision Makers responsible for contributing to or participating in the implementation of the Service Management environment
- Channel Partners and System Integrators with little or no experience administering Ivanti Service Management

## Registration Information

You may register online at <http://training.ivanti.com>. Contact us at [education@ivanti.com](mailto:education@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-SMA-1701 Service Manager Administration Training
- ILT-SMC-1701 Service Manager Configuration Training

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 Management 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 Service Manager 2017 Administration

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

## Private Training Options

### Private Classes

This course may also be purchased as a private class for those who have a team to train and are looking for the most cost-effective way to gain the desired skills and knowledge.

Private courses can follow the same agenda as our public courses or may be tailored to meet your organization's specific needs.

### Private Training Benefits

- Cost-effective approach over public training if training 4 or more individuals
- Tailored agenda allows you to custom design the course to meet your specific needs
- Significant savings on travel costs – We come to you (On-premise option)
- Keep valuable resources where they are needed most - onsite
- Flexible schedule – We schedule the training for a time that is convenient for your team
- Learn alongside your colleagues and share relevant discussions
- Virtual lab access for detailed hands-on lab exercises
- Can be facilitated in-person or virtually by our Certified Ivanti Instructor

### Getting Started with Private Training

Before hosting a private training at your facility, a certified Ivanti Instructor will hold a brief call with stakeholders from your team to discuss your learning objectives and to gather information about your team, discuss possible training dates, and talk about any other necessary logistics.

### Customer Responsibilities

To make your private training a success, we will need you to provide the following:

- Facility capable of comfortably hosting up to 12 attendees (*On-premise option only*)
- Computer hardware for each student (CPU, Monitor, Keyboard, Mouse)
- Internet access (necessary to access Ivanti's virtual training environment)
- Projection system (*On-premise option only*)
- Whiteboard (*On-premise option only*)

### Ivanti Responsibilities

- Live Certified Instructor
- Training documentation (provided in PDF format)
- All associated travel expenses (On-premise option)
- Access to Ivanti's virtual training environment

## Additional Information

- Class can be for up to 12 students
- On-premise private classes can also support remote attendees
- For more information, contact your Ivanti Account Manager or email us at [education@ivanti.com](mailto:education@ivanti.com)

## Private Course Pricing

Type	US	UK	Germany	Australia
On-premise (travel expense included)	\$9,995 USD	£6,700 GBP	€7,800 EUR	\$19,995 AUD
Remote Delivery	\$7,995 USD	£6,000 GBP	€7,500 EUR	\$7,995 AUD

## Course Outline

### Day 1

#### Section 1: Administration Overview and Navigation

- An overview of the UI
- Refresher on creating a ticket (Incident)

#### Section 2: Using Process Wizards

- Customize business processes using Process Wizards

#### Section 3: Establishing Security

- Create new users
- Setup roles, groups, teams
- Organizational units

#### Section 4: Setting Up Self Service

- Configure Self-Service branding
- Configure home page, tabs and customers

#### Section 5: Defining and Using Searches

- Design and run full text and filter search
- Saved searches

#### Section 6: Designing and Editing Dashboards

- Design and edit role-specific dashboards

### Day 2

#### Section 7: Self Service Mobile

- Configuring the adaptive Self Service Mobile interface

#### Section 8: Object Templates

- Create and run object templates

#### Section 9: Running and Scheduling Existing Reports

- Using existing templates
- Run and schedule reports

#### Section 10: Creating and Utilizing Quick Actions

- Create and run Quick Actions

#### Section 11: Using and Editing Workflows

- Use the workflow designer
- View and edit workflows

### Day 3

#### Section 12: Defining and Managing Escalations

- What happens when targets are not met?
- How to manage escalation options

#### Section 13: Utilizing Service Level Management (SLM)

- Service Level Management and Service Level Agreements(SLAs)
- Configure Service Level Agreements for Incidents and Service Requests

#### Section 14: Working with the Service Catalog

- The Service Catalog
- Create request offerings