

Service Manager Service Catalog Workshop

Course Overview

Ivanti Service Manager Service Catalog Workshop is a 2-day training course covering specifically how to create Request Offerings for the Service Catalog within Ivanti Service Manager. Delivered online this interactive instructor led session provides all the knowledge and skills to create customized Request Offerings for your Service Manager Service Catalog. You will learn to setup workflows and multi-page input forms to make offering a Service Catalog item easy.

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 create request offerings in Service Manager.

Course Objectives

- The objective of this workshop is for each student to apply the configuration and management principles of request offerings, including:
 - Describe the purpose of a service request and the lifecycle
 - Identify the different roles involved in processing service requests
 - Define a Request Offering
 - Design and configure a Request Form
 - Plan request fulfillment considering approvals
 - Design workflows
 - Publish a request offering
 - Differentiate Service Roles
 - Demonstrate configuration of Request Offerings

Course Duration

2 days

Course Pricing

US: \$1,495

UK: £1,000

Germany: € 1,300

Australia: \$1,495

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 Service Catalog and the Service Requests. This course is designed to be an alternate to the 3 day Admin training for those that only need to understand the Service Catalog and Service Requests.

Audience

This workshop style course is intended for:

- Individuals responsible for creating Request Offerings and managing the Service Catalog in their Ivanti 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 training@ivanti.com for more information.

Course Outline

<p>Day 1</p> <p>Section 1: Overview of Service Catalog and Service Requests</p> <ul style="list-style-type: none">• Service request lifecycle• Role based responsibilities <p>Section 2: Building a Service Catalog Item</p> <ul style="list-style-type: none">• What are the steps we must follow <p>Section 3: Adding a Service</p> <ul style="list-style-type: none">• Create a new service• Assign service owner• Define HOP <p>Section 4: Request Offering</p> <ul style="list-style-type: none">• Defining a request offering• Understanding the steps/tabs <p>Section 5: Request Form</p> <ul style="list-style-type: none">• Design the request form	<p>Day 2</p> <p>Section 6: Planning Request Fulfillment</p> <ul style="list-style-type: none">• Considering approvals• Workflows <p>Section 7: Submitting a Service Request</p> <ul style="list-style-type: none">• Test your work and process the request as a technician <p>Section 8: Editing a Request Offering</p> <ul style="list-style-type: none">• Navigating• Roles <p>Section 9: Using Self Service and Self Service Mobile</p> <ul style="list-style-type: none">• Making the service catalog available to customers
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