

# Process Design 2016

## Course Overview

Simple process building within Service Desk and Asset Central 2016 is intuitive and easy to do, however, building a complex process to meet strict requirements, can soon become an overwhelming task and can be a slow, time-consuming process in and of itself. The Process Design class is designed to assist the participant with identifying best practices and pushing the envelope when it comes to building effective processes quickly and efficiently.

Our workshop style approach to this training course gives the participant the opportunity to choose the process they wish to build, and work through their individual process with the help of a qualified instructor. Class sizes are kept small so that everyone receives the hands-on and one-on-one experience they need to exit this course feeling accomplished and ready to create more powerful and effective processes using Service Desk and Asset Central products.

## Course Objectives

By combining classroom training with scenario based hands-on exercises, students are empowered with the practical knowledge and skills needed to take the design process to the next level.

## Course Duration

3 days

## Course Pricing

**US:** \$2295 USD

**UK:** £1500 GBP

## Delivery Method

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

## Prerequisites

Attendees should have already attended *ILT-LDSD-1601 Service Desk Administration Bootcamp 2016* or *ILT-LDAC-1601 Asset Central Administration Bootcamp 2016* training course or have a minimum of 6 month's experience using either of these products. Users should be familiar with industry-standard Windows-based Office products, and should have an understanding of basic business process design and implementation

## Audience

This course is intended for:

- Systems administrators
- Networking professionals
- Customers, System Integrators, and Channel Partners with some Service Desk or Asset Central experience, who want to understand process design better

## 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

There is no certification associated with this course.

## Course Outline

### Day 1

- Introduction to Process Designer
- Review of the Designers
- Console Administration
- Building a New Business Process

### Day 2

- Building a New Business Process
- Amending an Existing Process

### Day 3

- Amending an Existing Process