

SMAX-SE

SMAX for Support Engineers

This introductory training provides attendees with the knowledge and technical skills to use SMAX. This three-day training contains little theory, more practice to give the attendees a quick start to use their SMAX installation: both User Interfaces, Service Portal for end-users and Service Management for support engineers/agents.

Kursinhalt

- Logistics
- SMAX Architecture
- Preparation
- Selected processes as implemented in SMAX
- References
- Summary

Zielgruppe

Solution Architects, Project Managers, Technical Managers, Process Designers, Process Owners, Administrators, Service Engineers (sometimes called 'Users' or 'Agents')

Voraussetzungen

To understand and use an ITIL-centric tool, prior ITIL know-how is necessary. This includes some ITIL Service Management processes, like:

- Change Management, Event Management, Incident Management, Problem Management
- Request Fulfillment, Service Asset and Configuration Management
- Service Catalogue Management, Service Level Management

Some of the functions need to be known:

- Service Desk, at least
- IT Operations Management would be helpful

Kursziel

After finishing the training, the attendees

- can use Service Portal and Agent Interface,
- know Request Management processes
- know Incident & Problem Management processes
- know Change Management processes
- can create, modify and close Tickets
- know how to search for Tickets
- can process Approvals and Tasks
- can create and process Tickets for Live Caller
- can create Tickets on behalf of callers
- can initiate and process feedback from End-Users
- can process feedback from other agents or third parties
- can search and use Knowledge Articles
- can create and use Fulfillment Plans
- can escalate requests to Incident and Change Management
- can create and process Incidents, Problems and Changes
- can use Time Period Management and On-Call Schedule Management
- can search and show Cis

Dieser Kurs im Web



Alle tagesaktuellen Informationen und Möglichkeiten zur Bestellung finden Sie unter dem folgenden Link: www.experteach.ch/go/SMSS

Vormerkung

Sie können auf unserer Website einen Platz kostenlos und unverbindlich für 7 Tage reservieren. Dies geht auch telefonisch unter 06074 4868-0.

Garantierte Kurstermine

Für Ihre Planungssicherheit bieten wir stets eine große Auswahl garantierter Kurstermine an.

Ihr Kurs maßgeschneidert

Diesen Kurs können wir für Ihr Projekt exakt an Ihre Anforderungen anpassen.

Training	Preise zzgl. MwSt.
Termine in der Schweiz	3 Tage
Online Training	3 Tage CHF 2.525,-
Termine auf Anfrage	

Stand 24.02.2024



Inhaltsverzeichnis

SMAX-SE – SMAX for Support Engineers

Module 0: Logistics

Trainer & Attendees

Logistics

Module 1: SMAX Architecture

What is SMAX?

Understand SMAX capabilities and licensing

Module 2: Preparation

Terminology

Understand personas, tenants, customers, and accounts

Know the purpose of the User-Interfaces

How to login to Service Portal, and to Service Management

Module 3: Selected processes as implemented in SMAX

Plan: Service Catalog, Service Level Management

Build: Change Management, Knowledge

Management, Service Asset and Configuration Management

Run: Service Request Management, Incident Management, Problem Management

Module 4: References

Direct links to official documentation

Module 5: Summary

Questions and Answers

Course Review and Summary

