

Matrix42 Marketplace Products

Matrix42 Service Management Training

You will learn how to provide and manage various IT services using the “Services” modules of your Matrix42 Workspace Management solution. The training will be held in german.

Description

Learning Objectives

You will learn how to provide and manage various IT services using the “Services” modules of your Matrix42 Workspace Management solution. Efficient handling of incidents, problems, changes, and tasks forms the basis for a solution-oriented service management. You will compile evaluations for fulfilling service level agreements and will learn to control the ticket load. This will enable you to continually increase your quality of service.

Target Audience

Project Managers, professional users or technical managers, Workspace Management or IT administrators, ITSM project managers

Inhalte

- Matrix42 Service Desk and Service Catalog: an overview
- The Self-Service Portal
- Inventory systems / Active Directory
- Email
- Prioritising
- Service Desk default settings
- Service Level Agreement – Operation Level Agreement – Underpinning
- Timekeeping



- Incidents
- Knowledge base
- Problems
- Changes
- Actions
- Announcements
- Service Desk evaluations
- Service Catalog default settings
- Services, bundles, groups & packages
- Provisioning
- Booking
- Acceptance
- Workflows
- Collaboration
- Compliance rules (info functionality)

Requirements

No special requirements. The training will be held in german.

Training Location

Due to the actual situation, all trainings will take place online until further notice.

Matrix42 Trainingscenter Frankfurt Elbinger Str. 7 60487 Frankfurt +4969667788505

In-House Training at your Location

For in-house training, please contact your Matrix42 customer service representative or send a request to training@matrix42.com

Additional information

Platform	Service Management
License metric	One Time
Manufacturer	Matrix42 AG
Product link	https://marketplace.matrix42.com/product/matrix42-service-management-training/