

## MATRIX42 MARKETPLACE PRODUCTS

# Matrix42 Service Management Training (English)

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 english. **Please note:** All English-language training courses are held during CET. If you would like to train in a different time zone, write to us at [training@matrix42.com](mailto:training@matrix42.com)

## Description

Service Management Training for **Matrix42 Workspace Management**.



### Learning Objectives

You will learn how to work with the Console from scratch. We will supply you all the knowledge you need to provide and manage various IT services using the "Services" modules of your Matrix42 Workspace Management solution. After the training you will be able to handle incidents, problems, changes, and tasks forms the basis for a solution-oriented service management efficiently and sovereign. 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. (duration 3 days)

### Target Audience

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

### Content

- 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.

For deeper insights in Service Management we recommend our [Administration – Basic Training](#) as next step on your way to become an expert in service management with Matrix42 Digital Workspace.

The training will be held in english. If you like the training to be held in german please [click here](#).

## Agenda

Variable for each workshop, areas of interest and participants. Wishes can be dealt with in the

event of timely registration of participants.

You would like to receive an individual offer for your training? Send a request to [training@matrix42.com](mailto:training@matrix42.com)

## Training Location

All training courses take place online.

We would be happy to advise you on individual online or face-to-face training.

You can reach us at [training@matrix42.com](mailto:training@matrix42.com) or +4969667788505

Matrix42 Trainingscenter Frankfurt  
Elbinger Str. 7  
60487 Frankfurt

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## 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](mailto:training@matrix42.com)

# Additional information

<b>Platform</b>	Service Management
<b>License metric</b>	One Time
<b>Manufacturer</b>	Matrix42 GmbH
<b>Product link</b>	<a href="https://marketplace.matrix42.com/product/matrix42-service-management-training-english-marketplace/">https://marketplace.matrix42.com/product/matrix42-service-management-training-english-marketplace/</a>