

## MATRIX42 MARKETPLACE PRODUCTS

# Matrix42 ESM Platform

## Administration Training – Basic (English)

Training to setup, configure, and maintain the Matrix42 ESM Platform. 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

#### Matrix42 ESM Platform Administration Training - Basic for Matrix42 Workspace Management



#### Learning Objectives

This product training course provides you with all the basic knowledge necessary for setting up, configuring, and maintaining the Matrix42 ESM Platform. One focus of the course is the interaction of the modules and the optimal adaptation and integration into the infrastructure of your company. You will also learn how to precisely adapt the product to your own needs. (duration 2 days)

#### Target Audience

Project managers, ITSM process owners, specialist users or managers in the areas of IT controlling, workspace management or IT administrators

#### Contents

- **Make and adapt basic configurations**

- Navigation, layout, and design
- Organization and master data
- Interfaces (bidirectional) and Connections/Data providers
- Compliance rules, actions, and Service activation
- Global settings

- **Assign and adjust authorizations**

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- Database schema
- Security and authorizations
- Navigation, layout, and design

- **Ensure and monitor regular operation**

- **Install updates and extensions**

- Maintenance and backup/updates

- **Data import/export**

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- Database schema
- Import definitions
- Data export

## **Requirements**

Understanding the processes involved in providing services, basic knowledge of SQL, experience in the administration of IT infrastructures. Prior participation in the [Matrix42 Service Management Training](#) course is recommended. For deeper insights in Service Management we recommend our [Administration - Advanced Training \(EN\)](#) 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 [klick 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 Account Manager or send an inquiry to [training@matrix42.com](mailto:training@matrix42.com).

## Additional information

Platform	Service Management
License metric	One Time
Manufacturer	Matrix42 GmbH
Product link	<a href="https://marketplace.matrix42.com/product/matrix42-esm-platform-administration-basic-english/">https://marketplace.matrix42.com/product/matrix42-esm-platform-administration-basic-english/</a>