MATRIX42 MARKETPLACE PRODUCTS

Matrix42 ESM Platform Workflows 1: Workflow Studio Basis (English)

You will get to know the Workflow Studio user interface with its control items and will gain an overview over the available workflow activities. 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

Description

Matrix42 ESM Platform Workflows 1 : Workflow Studio Basic Training for Matrix42 Workspace Management

Learning goals

This training is suitable for IT managers and administrators who plan to use Workflow Studio or want to learn about the areas of application, scope, and functionality of the module.

You get to know the Workflow Studio interface with its elements and get an overview of the available workflow activities. You create your own approval and delivery workflows. (Training days: Mon.-Tues., 2 days)

As a supplement to this training, we recommend the optional Matrix42 ESM Platform Workflows 2: Create, customize, manage workflows, which can be booked separately.

(Training days: Wed.-Fri., 3 days)

Target groups

Project Manager, Specialists, Workspace Management- or IT Administrators, ITSM Process Owners

Contents

- Introduction
- What are workflows from the point of view of business process and technology
- Used technologies
- Integration into the Matrix42 products
- Workflow activities, components, templates and the workflow engine
- Workflow Designer Studio
- Getting to know the surface
- Check in and check out workflows
- Integration context: How can a workflow be activated
- My first workflow
- Arguments and variables
- Processing the variables
- Joint construction, integration and testing of a simple workflow
- Product workflows
- Getting to know some standard workflows delivered by Matrix42
- Workflow activities
- Technical construction of activities
- Trying out common activities
- Integration of workflows
- Action, compliance rule, activation
- Workflows in the Service Catalog
- Integration of approval and provisioning workflows
- Administration
- Versioning, monitor

Requirements

Prior participation in the Matrix42 ESM Platform Administration – Basic Training and Matrix42 ESM Platform Administration – Advanced

Training course is recommended. Approximately Six months of hands-on experience with the Matrix42 Service Management solution and routine use of the Service Desk and / or Service Catalog.

The participant should be able to:

- create configuration elements
- create data definitions,
- know the database schema
- deal with the solution builder,
- configure and design service

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 trianing? Send a request to 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 or +4969667788505

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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

Additional information

Platform	Service Management
License metric	One Time
Manufacturer	Matrix42 GmbH
Product link	https://marketplace.matrix42.com/product/matrix42-esm-platform-workflows-1-workflow-studio-basis/