# ivanti
# Global Academy

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## Course Catalog | November 2019

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Welcome to the Ivanti Global Academy Course Catalog, an easily accessible resource for your product training needs. Please note that each underlined link is clickable in the electronic version.

# SERVICE MANAGER

## On-Demand Learning Paths
Administrator: Administration
Administrator: Configuration

## Blended Learning Administrator: Administration
Introduction
Part I
Part II
Part III
Part IV
Part V

## Blended Learning Administrator: Configuration
Part I
Part II
Part III
Part IV
Part V

## Recorded Sessions
Advanced Pick Lists (Validation Fields and Validation Constraints)
Business Object Extensions
Business Object Relationships
Business Rules
Configuring Surveys
Creating Business Objects
Creating Dashboards
Data Import
Exporting Data (Advanced)
Hours of Operation Calendar
Introduction to Business Rules [Free]
Introduction to Service Level Management

Object Matching
Organizational Units
Overview and Navigation
Projects and Packages
Quick Actions
Request Offerings
Searches
Self Service
Self Service Mobile
Teams and Groups
Templates
Toolbars and Buttons
Using Relationships
Validation Fields and Validation Constraints Part I
Validation Fields and Validation Constraints Part II
Workflows Part I
Workflows Part II
Working with Counters
Working with Incidents
Working with Reports

## eLearning
Advanced Business Rules
Advanced Configuring Email
Advanced Searches
Analytic Metrics
Configuring Email
Counters
Creating and Designing Configuration Items
Creating and Using Services and Escalations
Creating Business Objects
Creating Roles and Permissions

Creating Surveys
Creating Workflows
Designing Searches
Designing Service Level Management
Email Scripting
Escalations (Advanced)
Forms
Importing and Exporting Data
Importing Data (Advanced)
Incident Management Lifecycle
Introduction to Availability Management [Free]
Introduction to Business Objects [Free]
Introduction to Change Management [Free]
Introduction to Configuration Management [Free]
Introduction to Event Management [Free]
Introduction to Financial Management [Free]
Introduction to Incident Management [Free]
Introduction to Knowledge Management [Free]
Introduction to Portfolio & Project Management [Free]
Introduction to Problem Management [Free]
Introduction to Release Management [Free]
Introduction to Request Management [Free]
Introduction to Self-Service Mobile [Free]
Introduction to Service Level Management [Free]
Introduction to Service Manager [Free]
Introduction to Surveys [Free]
Layouts
Lists
Organizational Units
Pick Lists

Premise Operations Console
Relationships (Advanced)
Roles and Permissions
Search Types
Security Controls
Service Level Agreements
Setting up External Authentication with LDAP
Styles
Tracking Licenses
User Import and Design
Using Searches
Workflow Instances
Working with Announcement and Alerts
Working with Change Management
Working with Dashboards
Working with Knowledge Management
Working with Problem Management
Working with Request Offerings
Working with Tasks
Working with Service Requests
Working with User Accounts
Working with Workflows

## Instructor-Led Training
Service Manager Administration
Service Manger Administration (French)
Service Manager Configuration
Service Manager Configuration (French)

## Exams
Administrator Certification (English)

# USER WORKSPACE MANAGER

## Learning Paths

Administrator - Recorded Sessions

Application Control Admin - Recorded Sessions

Environment Manager Admin - Recorded Sessions

Help Desk/ Support - Recorded Sessions

Performance Manager Admin - Recorded Sessions

## Recorded Sessions

Application Control - Administration

Application Control - Application Access Control

Application Control - Application Network Access Control (ANAC)

Application Control - Overview

Application Control - Privilege Management & Discovery

Application Control - Troubleshooting

Application Control - URL Redirection

Application Control - User Privilege Management

Components and Installation

Configuring Personalization

EM Troubleshooting and Logging

Environment Manager Policy Configuration - Personalization

Environment Manager Policy Configuration

Installing a Failover Server

Installing User Workspace Manager

Introduction to Personalization

Management Center Configuration

Managing the Management Center

Packages

Performance Manager Administration

Personalization Application with Collection

Personalization Operations Web Console

Verifying Personalization

Working with Personalization

File Director – Introduction [Free]

File Director – In-Location Sync

File Director – Architecture and Installation

File Director – Mapped Drive Configuration

## eLearning

Environment Manager 2019.1 Automation Updates - eLearning

Environment Manager 2019.1 Group Policy Import - eLearning

## Instructor Led Training

Administration

## Exams

UWM Administrator

File Director Administrator

Environment Manager Administrator

Application Control Administrator

Performance Manager Administrator

Management Center Administrator

# ENDPOINT MANAGER

## Learning Paths

**Blended Learning**

Part I

Part II

Part III

Part IV

Part V

Admin - Recorded Sessions

Asset/Software License Monitoring Admin - Recorded Sessions

Director/Manager - Recorded Sessions

Help Desk/Desktop Support - Recorded Sessions

IT Security/Patch - Recorded Sessions

Mobility Admin - Recorded Sessions

## Recorded Sessions

Agent Configuration

Agent Deployment

Agent Settings

Application Control

Consoles

Core Server Architecture

Core Server Maintenance

Data Analytics

Device Communication

Device Control

Discovery

Firewall

Inventory

Ivanti Antivirus

Ivanti Cloud - Getting Started with Patch Intelligence and Endpoint Manager [NEW]

Mobility

Patch and Compliance Architecture

Patch and Compliance Deployment

Patch Definitions

Provisioning Architecture and Features

Provisioning Capture and Deployment

Provisioning Templates I

Provisioning Templates II

RCViewer for Remote Control

Remote Control

Reporting

Role Based Administration

Rollout Projects

Scheduled Tasks

Software Distribution Architecture

Software Distribution Packages (Part I)

Software Distribution Packages (Part II)

Software License Monitoring

Source and Preferred Servers

Getting Started with Ivanti Cloud and EPM

Vulnerability Scan

## eLearning

Introduction to Ivanti Endpoint Manager [Free]

## Micro-learning

Common Base Agent

Exporting Data

Managed Devices

## Instructor Led Training

Administration

Patch for Endpoint Manager

Provisioning

Software Distribution

## Exams

Administrator

# ASSET MANAGER

# LICENSE OPTIMIZER

## Learning Path

Asset Manager - Introductory Courses

Asset Manager - Administrator: Administration - On-Demand [NEW]

Asset Manager - Administrator: Configuration - On-Demand [NEW]

## Recorded Sessions

Asset Manager Overview

Introduction to IT Asset Management [Free]

Introduction to Data Import

Introduction to Ivanti Asset Manager [Free]

The Value of a Business Asset

## eLearning

Administrator: Getting Started [NEW]

Cloud, Asset Manager, and License Optimizer, - Software Insights Demo [NEW]

Delivering Stock Management [NEW]

Delivering Vendor Management [NEW]

Introduction to Ivanti Endpoint Manager [Free]

Managing Your Asset Repository [NEW]

Procuring Your Assets [NEW]

## Learning Path

License Optimizer - Recorded Sessions

## Recorded Sessions

Administration

Basics

BUs and Locations

Dashboards

Data Management

Data Summary

Entitlement

Inventory

Matching and Teaching

Overview

Reconciliation

Software Library

Users

## Micro-learning

Best Practices: Getting an ROI from ILO Quickly

# AUTOMATION

# IDENTITY DIRECTOR

## Instructor Led Training
Automation [NEW]

## Learning Path
Automation - Recorded Sessions

## eLearning
Integrating Email

Using Run Book Parameters and Projects

Using Run Book Parameters and Modules

Executing PowerShell Script

Scheduling

## Recorded Sessions
Installation

Introduction [Free]

Library and Modules (Part I)

Modules (Part II)

Projects

Run Books

## Instructor Led Training
Identity Director

## Learning Path
Admin - Recorded Sessions

## Recorded Sessions
External Data Sources

Installation

Introduction [Free]

Organizational Structure

Workflows

## eLearning
Creating Basic Entitlement

Using Password Reset

Using Transaction Safeguard

# SECURITY CONTROLS (ISeC)

## Learning Paths

Endpoint Security (EMSS) to Security Controls (ISeC) Migration

Windows Patching

## Recorded Sessions

Installation

Patch Deployment

## Videos

Application Control - Agent Deployment and Testing

Application Control - Privilege Management

Application Control - Privilege Management: App Store

Application Control - Trusted Ownership

Custom Actions [NEW]

Custom Patches [NEW]

CVE to Patch Import

Introduction to ISeC Architecture

Ivanti Cloud – Setting Started with Patch Intelligence and Security Controls [NEW]

Migration from Endpoint Security Step 1: Introduction and Planning

Migration from Endpoint Security Step 2: Users and Roles

Migration from Endpoint Security Step 3: Patch Content

Migration from Endpoint Security Step 4: Machine Groups

Migration from Endpoint Security Step 5: Mandatory Baseline

Migration from Endpoint Security Step 6: Patch Deployment

Migration from Endpoint Security Step 7: Agent Configuration

Migration from Endpoint Security Step 8:

Agent Removal

Migration from Endpoint Security Step 9: Decommission the Endpoint Security Server

Patch for SCCM - Advanced Filtering [NEW]

Patch for SCCM - Content Publishing & Synchronization [NEW]

Patch for SCCM - CVE Import [NEW]

Patch for SCCM - Product Installation [NEW]

Patch for SCCM - Setup and Configuration [NEW]

Patch for SCCM - Task Scheduler for Automated Publishing [NEW]

Power Management

## eLearning

Product Overview [Free]

Working with Distribution Servers

Working with Remote Consoles and Data Roll up

## Exam

Application Control – Administrator [NEW]

Windows and Linux Patching - Administrator [NEW]

# SERVICE DESK

## Learning Paths
Admin - Recorded Sessions

## Recorded Sessions
Administration

Configuration Center

Configuration Management

Dashboard Designer

Incident Management

Introduction

Knowledge Management

Lists and Categories

Object Designer

Process Designer

Queries and Reports

Request Management

Service Catalog

Service Level Management

Window Manager

## Exam
Administrator

Administrator (German)

# WEBINARS

## Momentum Webinar Series

Jan 9th 2018 - Big News! Check out the New Patch Engine in Ivanti Endpoint Manager [Free]

Feb 1st 2018 - Introducing the New Ivanti Antivirus in Ivanti Endpoint Manager [Free]

Feb 6th 2018 - Introducing Webinar Series on ISM Reporting and Analytics - Webinar 1 of 6: ISM Overview [Free]

Feb 13th 2018 - Xtraction Release 2018.0 [Free]

Feb 27th 2018 - Introducing Ivanti Identity Director, powered by RES version 10.3 [Free]

Mar 8th 2018 - Ease Windows 10 Migrations, Eliminate Logon Scripts, and Soothe Group Policy Pain [Free]

Mar 14th 2018 - Xtraction Reporting and Dashboards for Ivanti Service Manager, Voice and Heat Classic [Free]

Mar 29th 2018 - ISM Mini Series 3 of 6: Mastering your Metrics with ISM Dashboards [Free]

Apr 17th 2018 - ISM Mini Series 4 of 6: ISM Rapid Reports [Free]

Apr 26 2018 - Get to Know Ivanti Identity Director (For those not in the know) [Free]

May 9th 2018 - ISM Mini Series 5 of 6: Introducing Ivanti Service Manager Analytics [Free]

May 22nd 2018 - ISM Mini Series 6 of 6: Ivanti Service Manager SSRS / BIDS [Free]

Jul 12th 2018 - Asset Manager Essentials: Effective and Efficient ITAM from Day One Introductory Product Overview & Demo [Free]

Jul 12th 2018 - Migrate, Consolidate, and Control User Files with Ivanti Workspace Manager and Microsoft OneDrive for Business [Free]

Jul 18th 2018 - Introducing Your Client Forum for ITSM in Healthcare [Free]

Jul 24th 2018 - Moving from Ivanti Service Desk to Service Manager - What to Consider [Free]

Jul 26th 2018 - What's New In Endpoint Manager 2018.1 [Free]

Aug 27th 2018 - What's New in Ivanti Voice 2018.3 [Free]

Aug 28th 2018 - Ivanti Mac Management - Remote Control and Portal Manager [Free]

Sep 5th 2018 - Ivanti Service Manager 2018.3 Release [Free]

Oct 16th 2018 - Advanced Patching with Endpoint Manager 2018.3 [Free]

Oct 25th 2018 - Ivanti Password Director Momentum Webinar [Free]

Nov 5th 2018 - Ivanti Endpoint Manager Mobility Tips & Trick [Free]

Nov 29th 2018 - Whats new in 2018.3 EPM [Free]

Dec 11th 2018 - Whats New in Identity Director and Automation 2018.2 and 2018.3 [Free]

Mar 8th 2019 - What's New in Ivanti Service Manager (ISM) 2019.1 [Free]

Apr 5th 2019 - Considerations When Moving from Ivanti Service Desk to Service Manager [Free]

Apr 16th 2019 - Endpoint Security (EMSS) to Security Controls (ISeC) Migration [Free]

Apr 16th 2019 - Ivanti Security Controls: Better Together - Patch, Application Control & Privilege Management [Free]

Apr 29th 2019 - Ivanti Service Manager SSRS reporting for Cloud based customers [Free]

May 10th 2019 - Ivanti Cloud - What You Need to Know to Get Started [Free]

Jul 19th 2019 - Technical Dive into AutoPilot and Intune with Ivanti Workspace Manager [Free]

September 25th 2019 - What's New In Ivanti Service Manager and Asset Manager 2019.3 [Free] [NEW]

October 21st 2019 - What's New In Identity Director 2019.3 [Free] [NEW]