Course Overview

Ivanti Service Manager Technical Workshop is a 4-day training course that goes deeper than previous courses covering a variety of topics within the Ivanti Service Manager product. Delivered in person, this interactive instructor led session provides a greater depth of knowledge and skills to assist you in getting the most out of Ivanti Service Manager.

Upon completion, you will have practiced the necessary skills to manage and administer your Service Manager installation.

Course Objectives

By combining live online instructor-led training with scenario based hands-on exercises, students are empowered with the practical knowledge and skills needed to effectively administer Service Manager. Some of the topics covered are:

- Set up/Install (deep configuration) of install wizard and Ops console
- Reporting – such as Xtraction and SSRS Rapid Reports
- Integration
    - EPM/Automation
    - Discovery/Voice
- LDAP/SMAL import and scheduling
- Reporting Analytics
- Web Services

Course Duration – 4 days

Each day will commence @9am and finish @5pm except for day 1 which will commence @1pm

Course Pricing

2,995 USD/2,200 GBP/2,700 EUR

Recommended Prerequisites

 It will be necessary that you have attend both the Ivanti Service Manager Administration and Configuration courses as this course will go into greater depths than these previous courses.

Audience

This will be a technical course that is aimed at the consultant/partner or topic specialists of any customers who have done the prerequisites courses and wish to delve deeper into Ivanti Service Manager.

Delivery Method

This class is offered in an instructor-led format. Students will apply concepts learned through the use of a SaaS lab environment. You will only be required to bring your own laptop to use throughout the session.

Registration Information

You may register online at http://globalacademy.ivanti.com/store. Alternatively you can contact us at training@ivanti.com for more information.

Course Agenda

Day 1:

Session 1

- Review Premise vs Cloud
- Plan Tenant Management STG/UAT/Production
- Ops Team Processes - Offerings in Ivanti Service Catalog

Session 2

- Setup/Install (Deep Config)
- Install Wizard - Steps and Decisions

Day 2

Session 1

- Setup/Install (Deep Config) continued
- Ops Console

Session 2

- Email Process and Considerations

Session 3

- Imports and Exports
- LDAP/SAML import and scheduling
- AD data
- CI's

Session 4

- Reporting
- SSRS and Rapid Reports
- Xtraction

Day 3

Session 1

- Reporting
- Analytics

Session 2

- Integration – Discovery/Voice

Session 3

- Integration – EPM/Automation

Session 4

- Expressions/Functions

Day 3

Session 1

- API
- Deep URL

Session 2

- Web Services
- Quick Action Call to Web Service
- Quick Action Program (Set up Connection)

Session 3

- Best Practice
- Wrap up and feedback