Service Manager Configuration

ivanti
EDUCATION

Course Overview

Ivanti Service Manager Configuration Training

This 3-day course takes your knowledge of Ivanti Service Manager to the next level. Throughout the course you will learn how to create your own Business Objects and user interfaces. Other valuable tools for customizing your SM system are also covered, such as setting up pick lists, configuring validation constraints, working with business rules, and using expressions.

Upon completion, you will have practiced the necessary skills to configure and create customized Business Objects for your Service Manager system. You will also qualify to take the Ivanti Associate Certification Exam.

Course Objectives

By combining classroom training with scenario based hands-on exercises, students are empowered with the practical knowledge and skills needed to build new Business Objects for custom processes within Service Manager. You will learn:

- Basic concepts around Business Objects and introduction to course project
- How to Create and Define:
  - o Business Object components including lists, forms and layouts
  - o How to extend Business Objects and Relationships
  - o Configuring Pick Lists
  - o Managing Counters
  - o Business Rules and Expressions
  - o Managing System Settings and Application Logs
  - o Importing and Exporting data

This course contains the subject matter to prepare candidates for the ivanti *Certified Associate for Service Manager* exam.

Course Duration

3 days

Course Pricing

US: $2,295 US

Delivery Method

This class is offered in an instructor-led online format. Students will apply concepts learned through the use of a SaaS lab environment. You only require access to the Internet for the training

Recommended Prerequisites

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ILT-SMA-1701 Service Manager Administration is a required prerequisite. We also recommend you have had at least a few weeks' hands on experience with the Service Manager product before taking this class.

Audience

This Expert level course is intended for:
- Systems administrators
- Individuals wishing to obtain the Ivanti Service Manager Associate Certification.
- Others responsible for Configuring and customizing the Ivanti Service Manager environment
- Channel Partners and System Integrators wishing to become consultants for Ivanti Service Manager

Registration Information

You may register online at http://globalacademy.ivanti.com. Contact us at globalacademy@ivanti.com for more information.

Certification

The Ivanti Certified Associate for Service Manager exam measures your level of knowledge and skill to configure, administer, troubleshoot and maintain Ivanti Service Manager. In order to pass the exam, candidates should be proficient with all of the components.

Preparation

In preparing for the exams, candidates should attend both of these courses:

- ILT-SMA-1701 Service Manager Administration
- ILT-SMC-1701 Service Manager Configuration

50% of the exam questions can be answered from the training Student and Solutions Guides. The remaining 50% will come from practical hands-on experience with the Service Manager product. Successful candidates will have:

- Participated in the course's lectures and discussions
- Performed and practiced the hands-on exercises
- Reviewed and studied the Student and Solutions Guides

Benefits of Becoming Certified

Ivanti is one of the leading providers of systems administration technology for enterprise organizations. Becoming an Ivanti Certified Associate validates your knowledge and skill to administer, manage and maintain a secure tailored Service Manager implementation improving your organization's user productivity.

By meeting the standards of an Ivanti technical certification program, you demonstrate that you are prepared to take on Ivanti projects. Ivanti values our growing community of certified IT professionals and offers exclusive benefits, such as access to participate in application beta programs, and beta training courses and exams.

Current Exams

- Certified Service Manager 2017 Administrator exam

Visit Ivanti's Global Academy store/catalog for more information.

Private Training Options

Private Classes

This course may also be purchased as a private class for those who have a team to train and are looking for the most cost-effective way to gain the desired skills and knowledge.

Private courses can follow the same agenda as our public courses or may be tailored to meet your organization's specific needs.

Private Training Benefits

- Cost-effective approach over public training if training 4 or more individuals
- Tailored agenda allows you to custom design the course to meet your specific needs
- Significant savings on travel costs – We come to you (On-premise option)
- Keep valuable resources where they are needed most - onsite
- Flexible schedule – We schedule the training for a time that is convenient for your team
- Learn alongside your colleagues and share relevant discussions
- Virtual lab access for detailed hands-on lab exercises
- Can be facilitated in-person or virtually by our Certified Ivanti Instructor

Getting Started with Private Training

Before hosting a private training at your facility, a certified Ivanti Instructor will hold a brief call with stakeholders from your team to discuss your learning objectives and to gather information about your team, discuss possible training dates, and talk about any other necessary logistics.

Customer Responsibilities

To make your private training a success, we will need you to provide the following:

- Facility capable of comfortably hosting up to 12 attendees *(On-premise option only)*
- Computer hardware for each student (CPU, Monitor, Keyboard, Mouse)
- Internet access (necessary to access Ivanti's virtual training environment)
- Projection system *(On-premise option only)*
- Whiteboard *(On-premise option only)*

Ivanti Responsibilities

- Live Certified Instructor
- Training documentation (provided in PDF format)
- All associated travel expenses (On-premise option)

- Access to Ivanti's virtual training environment

Additional Information

- Class can be for up to 12 students
- On-premise private classes can also support remote attendees
- For more information, contact your Ivanti Account Manager or email us at education@ivanti.com

Private Course Pricing

Type	US	UK	Germany	Australia
On-premise (travel expense included)	$13,995 USD	£11,000 GBP	€12,500 EUR	$18,500 AUD
Remote Delivery	$9,995 USD	£8,000 GBP	€9,000 EUR	$13,000 AUD

Course Outline

Day 1
Section 1: Understanding Business Object Concepts
- What is a Business Object?

Section 2: Creating a Standalone Business Object
- Introduction to the course project and challenges

Section 3: Grids, Forms and Layouts
- Designing grids, forms and layouts

Section 4: Business Object Relationships
- Defining Business Object relationships

Day 2
Section 5: Toolbar Editor
- Customizing the tool bar

Section 6: Creating Extended Business Objects
- Extending existing business objects with the type selector

Section 7: Creating a Validation Object
- Providing options for pick lists

Section 8: Pick Lists
- Configuring Pick Lists for Data Consistency

Day 3
Section 9: Configuring Validation Constraints
- Constraining options based on other fields

Section 10: Setting up Object Matching
- Configure fields and results for object matching results

Section 11: Using Expressions and Managing Counters
- Using built in expressions and setting and managing counters

Section 12: Working with Business Rules
- **Using expressions in Business Rules**
- **Understanding trigger rules**

Section 13: Using System Setting and Data Integration
- Managing System Settings and Application Logs
- Importing and Exporting Data