



# ivanti<sup>®</sup> Global Academy

---

## Course Catalog | October 2019

---

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

## Learning Paths

[Admin - On-Demand](#)

[Engineer - On-Demand](#)

## Admin - Blended Learning

[Introduction](#)

[Part I](#)

[Part II](#)

[Part III](#)

[Part IV](#)

[Part V](#)

## Engineer - Blended Learning

[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](#)

[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](#)

[Introduction to Business Objects](#)

[Introduction to Change Management](#)

[Introduction to Configuration Management](#)

[Introduction to Event Management](#)

[Introduction to Financial Management](#)

[Introduction to Incident Management](#)

[Introduction to Knowledge Management](#)

[Introduction to Portfolio & Project Management](#)

[Introduction to Problem Management](#)

[Introduction to Release Management](#)

[Introduction to Request Management](#)

[Introduction to Self-Service Mobile](#)

[Introduction to Service Level Management](#)

[Introduction to Service Manager](#)

[Introduction to Surveys](#)

[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](#) **[NEW]**

[Working with Change Management](#) **[NEW]**

[Working with Dashboards](#)

[Working with Knowledge Management](#) **[NEW]**

[Working with Problem Management](#) **[NEW]**

[Working with Request Offerings](#) **[NEW]**

[Working with Tasks](#)

[Working with Service Requests](#) **[NEW]**

[Working with User Accounts](#)

[Working with Workflows](#)

## Instructor-Led Training

[Service Manager Administration](#)

[Service Manager Administration \(French\)](#)

[Service Manager Configuration](#)

[Service Manager Configuration \(French\)](#)

## Exams

[Administrator Certification \(English\)](#)

[Engineer 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](#)

[File Director – In-Location Sync \[NEW\]](#)  
[File Director – Architecture and Installation](#)  
[File Director – Mapped Drive Configuration \[NEW\]](#)

## 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](#)

[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 \[NEW\]](#)

## Micro-learning

[Common Base Agent](#)

[Exporting Data](#)

[Managed Devices](#)

## Instructor Led Training

[Administration](#)

[Patch for Endpoint Manager](#)

[Provisioning](#)

[Software Distribution](#)

## Exams

[Administrator](#)

[Administrator \(French\)](#)

# ASSET MANAGER

## Learning Path

[Asset Manager - Introductory Courses](#)

## Recorded Sessions

[Asset Manager Overview](#)

[Consultant Demo \[NEW\]](#)

[Introduction to IT Asset Management](#)

[Introduction to Data Import](#)

[Introduction to Ivanti Asset Manager](#)

[The Value of a Business Asset \[NEW\]](#)

# LICENSE OPTIMIZER

## 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

## Learning Path

[Automation - Recorded Sessions](#)

## eLearning

[Integrating Email \[NEW\]](#)

[Using Run Book Parameters and Projects](#)

[Using Run Book Parameters and Modules](#)

[Executing PowerShell Script](#)

[Scheduling](#)

## Recorded Sessions

[Installation](#)

[Introduction](#)

[Library and Modules \(Part I\)](#)

[Modules \(Part II\)](#)

[Projects](#)

[Run Books](#)

# IDENTITY DIRECTOR

## Instructor Led Training

[Identity Director](#)

## Learning Path

[Admin - Recorded Sessions](#)

## Recorded Sessions

[External Data Sources](#)

[Installation](#)

[Introduction](#)

[Organizational Structure](#)

[Workflows](#)

## eLearning

[Creating Basic Entitlement \[NEW\]](#)

[Using Password Reset \[NEW\]](#)

[Using Transaction Safeguard \[NEW\]](#)

# 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](#)

[CVE to Patch Import](#)

[Introduction to ISeC Architecture](#)

[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](#)

[Power Management \*\*\[NEW\]\*\*](#)

## eLearning

[Product Overview](#)

[Working with Distribution Servers](#)

[Working with Remote Consoles and Data Roll up](#)

# 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](#)

[Feb 1st 2018 - Introducing the New Ivanti Antivirus in Ivanti Endpoint Manager](#)

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

[Feb 13th 2018 - Xtraction Release 2018.0](#)

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

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

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

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

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

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

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

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

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

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

[Jul 18th 2018 - Introducing Your Client Forum for ITSM in Healthcare](#)

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

[Jul 26th 2018 - What's New In Endpoint Manager 2018.1](#)

[Aug 27th 2018 - What's New in Ivanti Voice 2018.3](#)

[Aug 28th 2018 - Ivanti Mac Management - Remote Control and Portal Manager](#)

[Sep 5th 2018 - Ivanti Service Manager 2018.3 Release](#)

[Oct 16th 2018 - Advanced Patching with Endpoint Manager 2018.3](#)

[Oct 25th 2018 - Ivanti Password Director Momentum Webinar](#)

[Nov 5th 2018 - Ivanti Endpoint Manager Mobility Tips & Trick](#)

[Nov 29th 2018 - Whats new in 2018.3 EPM](#)

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

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

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

[Apr 16th 2019 - Endpoint Security \(EMSS\) to Security Controls \(ISec\) Migration](#)

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

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

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

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