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## Service Management Automation X Essentials for Support Engineers (SMAX210-2021)

ID SMAX210-2021 Preis auf Anfrage Dauer 4 Tage

### Kursinhalt

This course covers how a support engineer uses the Service Management Automation X (SMAX) Agent interface to support the IT needs of a business. SMAX is a new suite designed to simplify the way businesses manage their IT services and assets. It uses the Information Technology Infrastructure Library (ITIL)-compliant IT processes with embedded machine learning and contextual analytics.

This course is applicable for SMAX 2021.02, 2021.05, and 2021.11 versions. The slides and student guides are of the 2019.05 version but are still compatible with the 2021 lab, and the lab guide is for the 2021.11 version of SMAX.

### Weltweite Trainingscenter



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