SMAX Planning and Building (SMPB)

ID SMPB **Price** on request **Duration** 5 days

Who should attend

Tenant Administrators, Service Owners, IT Agents, and Process Owners or Managers.

Prerequisites

To be successful in this course, you should have the following prerequisites or knowledge:

- Basic knowledge of the Information Technology Service Management (ITSM) processes.
- Knowledge of the SMAX platform, which includes understanding its architecture, modules, and functionalities related to integration.
- Knowledge and practical experience with the Out-of-the-Box (OOTB) processes, including Request, Incident, Change, and Problem Management. Additionally, familiarity with SMAX User Interface (UI) terminologies such as forms, fields, records, workflows, and dashboards are essential for successfully navigating and applying the administrative concepts covered in this course.

Course Objectives

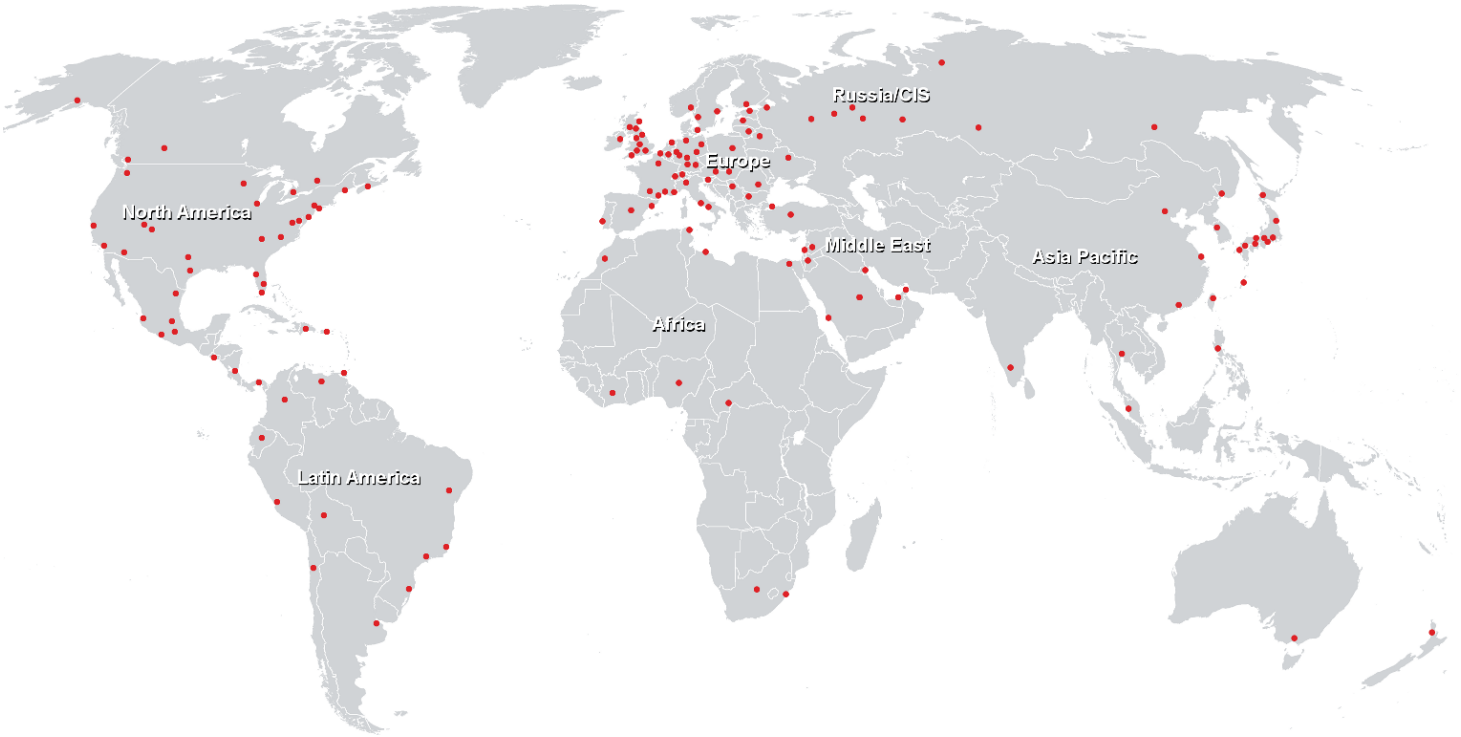
On completion of this course, participants should be able to:

- Define the service catalog that contains services arranged by category.
- Describe how Service Management uses work schedule time periods in Service Level Management (SLM) calculations.
- Define Service Level Targets for each business service so that the Service Level Management enables you to prioritize requests, incidents, changes, tasks, problems, and custom records.
- Describe how Service Asset and Configuration Management (SACM) helps to organize and track the individual assets that support your business services.
- Use the Native SACM solution for the implementation of SACM in Service Management.
- Create knowledge articles that help to solve problems, post news articles on the Service Portal, and moderate questions and answers.
- Create surveys, send them to end users, and consume the data collected by the surveys.
- Define work schedules and shifts for the groups and individuals who deal with tickets through the On-Call Schedule Management feature.
- Provide ideas and derive proposals for a project, program, and application portfolio implementation

Course Content

- Course Overview
- Service Catalog Management
- Service Level Management
- Service Asset and Configuration Management – Native SACM
- Knowledge Management – Article
- Knowledge Management – IT News, Hot Topic Analytics, and Q&A
- Survey and On-Call Schedule Management
- Idea and Proposal Management
- Project and Program Management
- Application Portfolio Management

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Fast Lane Institute for Knowledge Transfer (Switzerland) AG

Husacherstrasse 3
CH-8304 Wallisellen
Tel. +41 44 832 50 80

info@flane.ch, https://www.flane.ch