



Training Agenda

ManageEngine FacilitiesDesk Training

- I. Course Objectives
- II. Who Should Attend
- III. Course Agenda

Course Objectives

At the end of the course, you will be able to

- Configure customized FacilitiesDesk to maintain and manage your operationsCustomizedly management
- Plan Preventive Maintenance
- Maintain and manage assets
- Enable a self-service and knowledge management portal
- Handle Purchase and Contract management

Who Should Attend

- Facilities Managers looking forward to optimize and streamline Facilities and Maintenance Operations
- Maintenance Help Desk Administrators responsible for managing service levels by efficiently managing requests and Facilities Support Staff

Course Agenda

Introduction to FacilitiesDesk

- FacilitiesDesk Overview
- Benefits of FacilitiesDesk
- Import requestors
- Define Support Staff Roles
- Creating Supervisors

Implementing FacilitiesDesk in your Organization

- Organizational details
- Define Locations, Department, Operational Hours, and Holidays
- Channels of Support
 - o Email / Intranet website / Phone
- Problem Types – Categories
- Levels – Tier 1, Tier 2 etc.
- Any other Additional info
- Customizing the Request form
- Creating the Product Catalog
- Creating a Vendor Database

Maintenance Management

- Request Tracking
- Automate with Business Rules
- Request Escalation using SLA
- Queues
- Configure Notifications
- Time-Tracking

Move Management

- Initiate Move Request
- Plan the Move
- Post Implementation Review

Resources Management

- Discover Resources
- Resources Relationships

Typical Helpdesk Workflows

- User calling in
- Self-Service Portal
- Email

Knowledge Base

- Solutions Database
- Public and Private solutions

Self Service Portal

- Creating a New Request
- Checking Status of previous Requests
- Searching Solutions
- Updating Contact Details
- Announcements

Purchase Management & Contract Management

- Purchase cycle overview
- Create POs
- Submit for Approval
- Accept / Reject PO
- Approved POs to vendors.
- Receive or Partially receive Items
- Contracts Management
- Track & Manage Contracts from multiple vendors

Survey

- Define Survey and satisfaction levels

Reports

- Report Dashboards, Graphs, and Technician queues
- Technician and Time based Reports
- Category based Reports
- SLA violation Reports
- Pending, Completed, and Overdue Request Reports

Periodic Backups

- Configure and schedule Backups

Appendix

- Mistakes that can be averted
- Tips to Troubleshoot
- Useful Links

about AdventNet

AdventNet provides affordable software for management and provisioning of complex networks, systems and IT applications. With a broad product portfolio and an active customer base ranging from enterprises, equipment vendors and service providers, AdventNet has emerged as a very

affordable and high-quality alternative to expensive software that is common in this industry. AdventNet is headquartered in Pleasanton, CA with offices in NJ, NH, India, UK, China and Japan. It has a well-trained partner base around the globe and thousands of customers world-wide.

Visit us at www.adventnet.com



AdventNet, Inc.

5200 Franklin Dr, Suite 115 Pleasanton, CA 94588, USA

Phone: +1-925-924-9500

Fax: +1-925-924-9600

sales@adventnet.com

<http://www.adventnet.com>