

ManageEngine Training



ServiceDesk Plus

ManageEngine ServiceDesk Plus Training

- Course Objectives
 - Who Should Attend
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-

Course Objectives

ServiceDesk Plus Training helps IT Managers, Administrators, and staff to get a head start in understanding and implementing an effective IT Help Desk Solution. At the end of the course, you will be able to

- Set up Incident and Problem management
- Define Change Management
- Discover and manage assets
- Enable a self-service and knowledge management portal
- Manage Software and Hardware inventory
- Handle Purchase and Contract management

Who Should Attend

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

Course Agenda

- **Introduction to Service Desk Plus**
 - ServiceDesk Plus Overview
 - Benefits of a Service Desk Plus
 - Import requestors
 - Define Support Staff Roles
 - Creating Technicians

Implementing ServiceDesk Plus in your Organization

- Organizational details
- Define Locations, Department, Operational Hours, and Holidays
- Channels of Support
 - 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

Incident Management

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

Problem Management

- Problem Detection & Classification
- Problem Priority
- Problem Analysis
- Solutions, Work Around, and Known error record
- Problem Closure

Change Management

- Initiate Change Request
- Change Plans and CAB (Change Advisory Board)
- Approval from CAB Members
- Co-ordinate Change Implementation
- Post Implementation Review
- Change History

CMDB

- Discover Assets
- Detailed Asset Inventory
- Software Library
- Asset Relationships

Typical Helpdesk Workflows

- User calling in
- Self-Service Portal
- Email

Knowledge Management

- Solutions Database
- Public and Private solutions

Self Service Portal

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

Hardware and Software Inventory

- Windows Domain Scan
- Network Scan
- Schedule Periodic Audits
- Software License Compliance
- Manage hardware inventory

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

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About ZOHO Corporation

ZOHO Corporation 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, ZOHO Corp. has emerged as a very affordable and high-quality alternative to expensive software that is common in this industry. ZOHO Corp. 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.

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