

# ManageEngine Training



ServiceDesk Plus

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- Course Objectives
  - Who Should Attend
  - Course Agenda
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## About ServiceDesk Plus

ServiceDesk Plus Training helps IT Managers, Administrators, and staff to get a head start in understanding and implementing an effective IT Help Desk Solution.

## Introduction to ServiceDesk Plus

- ServiceDesk Plus Overview
- Benefits of a Service Desk Plus
- Import requestors from Active Directory /LDAP and Configuring Pass- through authentication.
- Changing a user in to a Technician and defining roles for them

## Service Catalog

- How to Define a service and service request template
- Defining Workflow
- Adding Resources.
- Additional Fields for individual Services.
- User Groups

## Incident Management

- Request Tracking
- Automate with Business Rules
- Request Escalation using SLA
- Queues
- Configure Notifications
- Time-Tracking
- Preventive Maintenance
- HelpDesk Customizer
- Explaining features related to a Technician in handling a request

## Typical Helpdesk Workflows

- User calling in
- Self-Service Portal
- Email

## **Problem Management**

- Problem Detection & Classification
- Associating an Incident to a problem request
- Problem Analysis
- Solutions, Work Around, and Known error record
- Problem Closure

## **Change Management**

- Defining Change Status, workflow and templates
- Initiate Change Request
- Change Plans and CAB (Change Advisory Board)
- Approval from CAB members
- Implementing a change as a project
- Post Implementation review

## **Self Service Portal**

- Creating a New Request
- Checking Status of previous request
- Searching Solutions
- updating Contact Details
- Announcements

## **Knowledge Management**

- Solutions Database
- Public and Private solutions
- Solution Approver

## **PROJECT MANAGEMENT**

- Configure project roles for users and/or technicians
- How to create projects
- Associate multiple milestones to project
- Associate multiple tasks to a milestone
- Gant View
- Project Overview map

## **Hardware and Software Inventory**

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

## **CMDB**

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

## **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

## **Reports**

- How to customize a report
- Query based reporting
- Scheduling a report
- Default reports

## **Survey**

- Define Survey and satisfaction levels

## **General Settings**

- Configure and schedule Backups
- Data Archiving
- Themes
- Self Service portal settings.

## **Appendix**

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