

Matrix42 Marketplace Products

Matrix42 Service Management Training

You will learn how to provide and manage various IT services using the “Services” modules of your Matrix42 Workspace Management solution. The training will be held in german.

Description

Service Management Training for [Matrix42 Workspace Management](#)

Learning Objectives

You will learn how to work with the Console from scratch. We will supply you all the knowledge you need to provide and manage various IT services using the “Services” modules of your Matrix42 Workspace Management solution. After the training you will be able to handle incidents, problems, changes, and tasks forms the basis for a solution-oriented service management efficiently and sovereign. You will compile evaluations for fulfilling service level agreements and will learn to control the ticket load. This will enable you to continually increase your quality of service.

Target Audience

Project Managers, professional users or technical managers, Workspace Management or IT administrators, ITSM project managers

Content

- Matrix42 Service Desk and Service Catalog: an overview
- The Self-Service Portal
- Inventory systems / Active Directory
- Email



- Prioritising
- Service Desk default settings
- Service Level Agreement – Operation Level Agreement – Underpinning
- Timekeeping
- Incidents
- Knowledge base
- Problems
- Changes
- Actions
- Announcements
- Service Desk evaluations
- Service Catalog default settings
- Services, bundles, groups & packages
- Provisioning
- Booking
- Acceptance
- Workflows
- Collaboration
- Compliance rules (info functionality)

Requirements

No special requirements. For deeper insights in Service Management we recommend our [Administration - Basic Training](#) as next step on your way to become an expert in service management with Matrix42 Digital Workspace. The training will be held in german. If you like the training to be held in english please [click here](#).

Agenda

Variable for each workshop, areas of interest and participants. Wishes can be dealt with in the event of timely registration of participants. You would like to receive an individual offer for your training? Send a request to training@matrix42.com

Training Location

Due to the actual situation, all trainings will take place online until further notice.
Matrix42 Trainingscenter Frankfurt Elbinger Str. 7 60487 Frankfurt +4969667788505

In-House Training at your Location

For in-house training, please contact your Matrix42 customer service representative or send a request to training@matrix42.com

Additional information

Platform	Service Management
License metric	One Time
Manufacturer	Matrix42 AG
Product link	https://marketplace-preview.matrix42.com/product/matrix42-service-management-training-marketplace/