MATRIX42 MARKETPLACE PRODUCTS

Matrix42 ESM Platform Workflows 2: Create, Customize, Manage Workflows (English)

This training course will provide you with the skills required to manage and create workflows for Matrix42 Workspace Management, or to customise existing workflows according to your own requirements. The training will be held in english. **Please note**: All English-language training courses are held during CET. If you would like to train in a different time zone, write to us at training@matrix42.com

Description

Matrix42 ESM Platform Workflows 2: Create, Customize, Manage Workflows Training for Matrix42 Workspace Management



Learning goals

This product training gives you all the knowledge you need to manage, create, or customize existing workflows for Matrix42 Service Management. This also includes recognizing how the graphical workflow engine is built internally and how the internal elements are managed.

(Training days: Wed.-Fri., 3 days)

As a supplement to this training, we recommend the separately bookable Matrix42 ESM Platform Workflows 1: Workflow Studio Basis

, which takes place directly in front of it. (Training days: Mon.-Tues., 2 days)

Target groups

Specialists, Workspace Management or IT Administrators, ITSM Process Owners

Contents

- Introduction
    - What are workflows from a business process and engineering perspective
    - Technologies used
    - Integration into the Matrix42 products
    - Workflow activities, components, templates and the workflow engine
- Workflow Studio
    - Getting to know the interface
    - Check in and check out workflows
    - Integration context: How can a workflow be activated
- My first workflow
    - Arguments and variables
    - Processing the variables
    - Joint construction, integration and testing of a simple workflow
- Product workflows
    - Getting to know some of the standard workflows provided by Matrix42
- Workflow activities
    - Technical structure of activities
    - Try out common activities
- Integration of workflows
    - Action, Compliance Rule, Activation
- Workflows in Service Catalog

    - Incorporation of approval and provisioning workflows
- Administration
    - Versioning, monitor

Requirements

Practical experience in service store administration and SQL knowledge (understanding and creating SQL statements). Knowledge of the Matrix42 data model. Helpful are Visual Basic and Powershell skills. Prior participation in the trainings of Matrix42 ESM Platform Administration Basic Training, Matrix42 ESM Platform Administration Advanced Training and Matrix42 ESM Workflows 1: Workflow Studio Basis is recommended

The participant should be able to:

- Create configuration elements
- Create data definitions,
- Using the Solution Builder
- Configure and design service,
- Know the database schema,
- Understand and design processes.

The training will be held in english. For Workflow 2 training held in german klick here.

Training Location

All training courses take place online.
We would be happy to advise you on individual online or face-to-face training.

You can reach us at training@matrix42.com or +4969667788505

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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 GmbH
Product link	https://marketplace-preview.matrix42.com/product/matrix42-esm-platform-workflows-2-training-english-marketplace/