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## GSIT training

2 days (14 hours)

### Presentation

GSIT is an open source ITSM tool derived from GLPI. It combines ease of installation, advanced customization and seamless IT asset management. Designed to modernize IT management processes, GSIT meets the needs of today's IT teams.

We'll learn how to install and configure GSIT, manage users and notifications, create and track trouble tickets, and customize the interface. Asset management, tracking and inventory automation will also be covered.

The course will also cover updating and maintaining GSIT, integration with other [ITSM](#) tools, and the use of extensions to enrich the user experience. Good security and optimization practices will also be covered.

At the end of this GSIT training course, you'll know how to deploy and customize GSIT for your company, effectively manage IT incidents, optimize asset management and leverage reports and dashboards to improve decision-making.

As with every training course, we'll be using the latest technology. ( [GSIT-9.5.12](#) )

### Objectives

- Install and configure GSIT on a local server
- Customize the interface and manage users
- Manage IT assets and automate inventories
- Create and track incident tickets with workflows
- Maintain, update GSIT and integrate extensions

### Target audience

- System and network administrators
- IT managers
- Support technicians
- IT infrastructure managers

## Prerequisites

- Comfortable with operating systems (Windows/Linux)
- Networking skills and familiarity with ITSM tools (GLPI or equivalent)
- Basic server administration skills are also recommended

## OUR GSIT TRAINING PROGRAM

### Introduction to GSIT and Installation

- Introducing GSIT: Origins and differences with GLPI
- The benefits of GSIT for ITSM management
- Technical requirements for installing GSIT
- Installing GSIT on a local server
- Initial configuration of the GSIT environment
- Securing the installation: best practices

### Getting to grips with the interface

- Discovering the user interface: navigation and menus
- Overview of key modules: tickets, assets, reporting
- Interface customization: themes and options
- User management: creation and roles
- Configure e-mail notifications
- Dashboards and widgets: how to use them effectively

### Asset Management and IT Inventory

- Adding and managing equipment in GSIT
- Asset tracking: linking assets to users and services
- Software and license management
- Inventory automation: integration with external tools
- Equipment history and lifecycle management
- Analyze inventory data for better decision-making

### Ticketing and Support

- Creation and follow-up of incident tickets
- Configuration of validation and approval workflows
- Automatic assignment of tickets to teams
- Using quick response templates
- Improved incident analysis and reporting
- Interaction with end users: portal and email

## Maintenance, Updates and Extensions

- Updating GSIT: procedures and precautions
- Data backup and restoration
- GSIT integration with other ITSM tools
- Extensions and plug-ins to enhance functionality
- Optimizing GSIT performance
- Common problems and troubleshooting

## Companies concerned

This training course is aimed at both individuals and companies, large or small, wishing to train their teams in a new advanced computer technology, or to acquire specific business knowledge or modern methods.

## Positioning on entry to training

Positioning at the start of training complies with Qualiopi quality criteria. As soon as registration is finalized, the learner receives a self-assessment questionnaire which enables us to assess his or her estimated level of proficiency in different types of technology, as well as his or her expectations and personal objectives for the training to come, within the limits imposed by the selected format. This questionnaire also enables us to anticipate any connection or security difficulties within the company (intra-company or virtual classroom) which could be problematic for the follow-up and smooth running of the training session.

## Teaching methods

Practical course: 60% Practical, 40% Theory. Training material distributed in digital format to all participants.

## Organization

The course alternates theoretical input from the trainer, supported by examples, with brainstorming sessions and group work.

## Validation

At the end of the session, a multiple-choice questionnaire verifies the correct acquisition of skills.

## Sanction

A certificate will be issued to each trainee who completes the course.