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Ivanti Service Desk training: IT service management software

2 days (14 hours)

Presentation

Our Ivanti Service Desk training course will introduce you to this IT service management solution, enabling you to explore the many facets of IT operations management in a secure, controlled and automated way.

Ivanti Service Desk offers you a wide range of functions, from user management and IT process automation to incident management and data security.

During this training course, you'll gain experience in securing your data, mastering configuration and installation, and exploiting the technology's advanced features.

Explore how you can integrate Ivanti Service Desk into your ecosystem to automate your workflows and eliminate costly manual processes, making your business more efficient, compliant and secure.

As with all our training courses, this Ivanti Service Desk program will highlight the latest advances in this solution, ensuring that you are up to date with the tool's new features.

Objectives

- Gain experience using Ivanti Service Desk
- Develop advanced problem and change management skills
- Master the fundamentals of Ivanti Service Desk
- Implement continuous improvement strategies to ensure optimum use of technology

Target audience

- System administrators
- IT professionals

Prerequisites

- Basic computer skills
- Basic system configuration skills

Ivanti Service Desk Training Program

Introduction

- Discover Ivanti Service Desk technology
    - Overview of Ivanti's history and development
    - Understanding the Ivanti ecosystem and its market positioning
- IT Service Management Fundamentals
    - Key concepts in IT service management (ITSM)
    - The importance of consistency in service delivery
- Navigating the user interface
    - Hands-on exploration of the Ivanti Service Desk interface
    - Navigation tips for efficient use

Configuration and customization

- Customize forms and fields
    - Detailed guide to customizing forms
    - Add and modify fields to meet specific needs
- Basic Service Desk settings
    - Configuration of essential system parameters
    - Setting user preferences
- Access rights management
    - Create customized access profiles
    - Security strategies and permissions management

Incident management

- Incident ticket creation and management
    - Workflow for rapid incident resolution
    - Incident ticket creation process
- Analysis of incident trends
    - Use of analytical tools to identify recurring trends
    - Implementation of preventive measures based on incident analysis
- Prioritization and allocation of incidents
    - Efficient allocation of incidents to the right people
    - Methods for prioritizing incidents according to their impact

Problem and change management

- Change request management
  - Change approval and planning
  - Process for submitting and evaluating change requests
- Monitoring changes and impacts
  - Post-implementation impact assessment
  - Real-time change tracking tools
- Problem identification and resolution
  - Structured resolution to minimize impact on operations
  - Proactive problem detection methods

Reporting and continuous improvement

- Continuous improvement strategies
- Create customized reports
- Service Desk performance analysis

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 is used to check correct acquisition.

skills.

Sanction

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