COMPENDIUM CENTRUM EDUKACYJNE

Szkolenie: Micro Focus
SMAX100SP - Service Management Automation X: End User

Cel szkolenia:

This course covers how a business end user will use the Service Management Automation X (SMAX) Service Portal for all their IT support needs. SMAX is a new suite designed to simplify the way enterprises manage their IT services and assets. It applies the thoroughness of IT processes aligned with Information Technology Infrastructure Library (ITIL), but also brings a new angle to the process thanks to the extensive use of embedded machine learning and contextual analytics.

Course Scenario

You are a Marketing Analyst who is required to travel and needs to raise a visa request, but can't print the visa application form, need a letter from HR authorizing the travel and needs to submit a request for a new laptop in the new location. This course will follow you through your printing issue, from seeking help to resolution, submitting an HR request, service request and seeing how SMA-X would help in these situations .You have not used SMA-X before.

Audience/Job Roles:

This course is intended for: All business end users of IT systems

Plan szkolenia:

- Requesting support and collaborating with others to solve issues
  - Concepts:
    - Accessing Service portal, submitting a support request via virtual agent, chat with IT agent, use the catalog to log a support request, use knowledge and social forums to solve issues (Ask friends and Help friends for solution), submit an idea, add feedback to an idea, subscribe to a ticket, submit a request for a service/asset, access to do queue, accept/reject a solution and take a survey.
    - Demo:
      - Demonstrate from support request creation to responding to survey.
      - Time: 30 minutes.

- Requesting help using Smart Analytics
  - Concepts:
    - Accessing the Service portal, submit a new request using an image and description.
    - Demo:

- Demonstrate on how to create a smart ticket from a screen shot and with a short description.
- Time: 10 minutes

- Requesting service via catalog items
  - Concepts:
    - Review the Catalog, order from the available catalog, Catalog request on behalf of another user and shopping cart to order multiple items, show IT news, delegate approvals and approve a request.
  - Demo:
    - Demonstrate submitting a request for a service, support and human resources catalog item to approvals.
  - Time: 15 minutes

- Setting user preferences, profile and activating the Mobile application
  - Concepts:
    - Review your user profile and skill set.
    - Activate mobile application.
  - Demo:
    - Demonstrate how to update your profile and set your skills. Also demo how to activate the SMAX mobile application.
  - Time: 10 minutes

- Tracking of company related requests
  - Concepts:
    - Accessing the customized tab, review the requests based on company, sort and filter requests based on grid columns, export data from company related requests
  - Demo:
    - Demonstrate how to access the customized tab with company related requests, review, and filter and sort the list. Also demo how to export the data to excel.
  - Time: 15 minutes

Wymagania:

This course provides a useful background to several other SMAX IT Agent courses

Poziom trudności

Certyfikaty:

The participants will obtain certificates signed by Micro Focus (course completion).

Prowadzący:

Authorized Micro Focus Trainer.