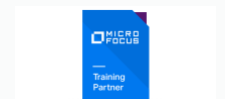


Szkolenie: Micro Focus
 SMAX210SP - Service Management Automation X: Support Engineer



Cel szkolenia:

This course covers how a Support Engineer uses the Service Management Automation X (SMAX) Agent Interface to process and resolve support and infrastructure issues including Incidents, Problems, Changes, and Release.

SMAX is a new suite designed to simplify the way enterprises manage their IT services and assets. It uses the Information Technology Infrastructure Library (ITIL)-compliant IT processes with embedded machine learning and contextual analytics.

Course Scenario

You are a Support Engineer and are assigned to work on a high priority incident, where a Marketing Analyst is unable to print an urgent job. This course will follow you through your handling and resolution of this issue, seeing how SMAX helps in this and other situations. You have not used SMAX before.

Audience/Job Roles

This course is intended for: IT Support Engineers

Plan szkolenia:

- Resolving incidents and restoring normal service operation
 - Concepts:
 - Accessing Incident module, create incident ticket and resolve using the different options available.
 - Demo:
 - Demonstrate from incident creation to resolving.
 - Time: 50 minutes.
- Identifying and investigating problems, to deliver business improvement
 - Concepts:
 - Review problem management, open a problem record, mark it as known error and process it to closure. Drill down Hot topic analytics
 - Demo:
 - Demonstrate from problem creation to closure.

- Time: 35 minutes
- Managing change implementation to enhance IT service usage and availability
 - Concepts:
 - Review different types changes from creating to implementation Create templates and models to ease out the way changes are raised.
 - Demo:
 - Demonstrate from change request creation to implementation.
 - Time: 50 minutes
 - Using change calendar and analytics to enhance performance
 - Concepts:
 - Visualize a change calendar, manage change from schedule to reschedule.
 - Review impact analysis to configuration item and services.
 - Analyze the change analytics reports, suggestions to improve change performance.
 - Demo:
 - Demonstrate from change schedule, to reschedule and viewing impact analysis through to using change analytics dashboard to improve performance
 - Time: 40 minutes
 - Managing change requests through a release in a general maintenance window
 - Concepts:
 - Review a release from creating to implementation.
 - Manage change within a release, create a time period.
 - Demo:
 - Demonstrate from release creation to implementation by managing changes within a maintenance window.
 - How to create a new maintenance window based on organizational requirement.
 - Time: 40 minutes.
 - Publishing reports
 - Concepts:
 - Creating reports and customizing your dashboard.
 - Demo:
 - How to create report and add that to your dashboard.
 - Time: 10 minutes

Poziom trudności



Certyfikaty:

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

Prowadzący:

Authorized Micro Focus Trainer.