

Training: Micro Focus SMA200 - SMA Essentials for Service Desk Agents



TRAINING GOALS:

This course covers how a Service Desk agent uses the Service Management Automation X (SMA) Agent interface to support the IT needs of a business. SMA is a new suite designed to simplify the way businesses manage their IT services and assets. It uses the Information Technology Infrastructure Library (ITIL)-compliant IT processes with embedded machine learning and contextual analytics.

This course is applicable for SMA 2018.02, 2018.05, 2018.08, 2018.11, and 2019.02 versions. However, the hands-on lab exercises in this course use SMA 2018.05. This bundle course involves below ILT and DL courses:

- SMA200B - SMA Essentials for Service Desk Agents
- SMA200SP - Service Management Automation X: Service Desk (Digital Learning)

Upon successful completion of this course, you should be able to:

- Describe the basic architecture of SMA
- Create and classify a service request
- Approve a request
- Complete tasks, mark a request as fulfilled, and monitor targets
- Filter lists, manage views, and access a support request for classification
- Answer a chat request and start a discussion to solve an issue
- Escalate a request to an incident
- Solve a request
- Create a knowledge article from a request
- Create reports
- Manage dashboards

Audience/Job Roles

This course is intended for IT Service Desk staff

CONSPECT:

- Course Overview

- Introduce the course overview, agenda, and logistics
- List the available SMA courses
- Launch the Digital Learning course
- SMA Architecture Overview
 - Explain the SMA architecture overview
 - Explore the Agent IT Interface
 - Access the Service Request Management module
 - Explain the Live Support feature
 - Approve a service request
 - Work with task plans and fulfilment
 - Monitor targets and agreements
 - Filter the record list, manage views, and access a support request
 - Respond to a chat request and solve the request
 - Escalate a request to an incident
- Requests and Knowledge Articles
 - Use knowledge management
 - Contribute to a knowledge article
- Reports and Dashboards
 - Navigate the Reports User interface
 - Personalize the dashboard
 - Create a report and display it on a dashboard

REQUIREMENTS:

To be successful in this course, you should have the following prerequisites or knowledge.

- Familiarity with different roles in an IT service management environment
- Familiarity with different flavors of the user interfaces provided by SMA
- Familiarity with different versions of the SMA available

Difficulty level



CERTIFICATE:

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

TRAINER:

Authorized Micro Focus Trainer.