KOENIG SOLUTIONS · COURSE OUTLINE

Ivanti IT Service Management - Administrator vILT

21 Hours	1	8
DURATION	MODULES	TOPICS

COURSE OVERVIEW

This 3-day hands-on, instructor-led training is for administrators. The course will cover how to manage Ivanti Service Manager and covers key topics that help with the implementation of day-to-day activities.

COURSE SYLLABUS

1 Module, 8 Topics

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Key Learning Outcomes

TOPICS

- Managing Security
- Search types and building saved searches
- Introduction to Self Service
- Dashboards Design
- Templates and Quick Actions
- Workflows and Request Offerings
- Service Level Management, Escalations and Business Hours
- Report Overview

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training | Live Online Classes (ILO) | Fly-Me-A-Trainer (FMAT) | Flexi (Self-Paced) | 1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit koenig-solutions.com | **info@koenig-solutions.com**