



IBERTEK
BUSINESS SOLUTIONS

End User Incident Management

Training Prospectus

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Author(s): J Trehan



Introduction

Ibertek recognise the importance of the right advice and support for our customers. We pride ourselves in providing top quality Training and Consultancy. Ibertek promote business awareness of industry best practice.

Our training courses are available to all our customers. Classes are kept small enabling a friendly and relaxed atmosphere. Our training program focuses on quality awareness, improving customer service levels and enhancing the service delivery skills of your personnel.



Course: Service Desk Express v9.x End user Incident Management

One-day course (public or customer-specific on-site - maximum six delegates)

Objectives

This course is aimed at Service Desk staff, Support Team Leaders and Incident Managers to effectively and productively use SDE to meet service management requirements. It is focused on logging and managing progress of events, and uses advanced functionality within SDE.

Who should attend?

This course is aimed at anyone wanting to learn to use the SDE toolset.

Overview

This is a practical course consisting largely of exercises and discussion based around ITIL Incident life cycle.

Course Outline

SDE Application

- § Product Overview and Pre Implementation Considerations
- § Best Practice Considerations
- § Logging Incident Requests
- § Creating Work orders
- § Working through the Incident and Work order life cycle
- § Adding Notes
- § Applying Knowledge searches
- § Applying Request Categories
- § Applying Incident Status, Impact, Urgency and Priority Levels
- § Working with SLA's and Milestones for Escalations
- § Assigning Requests
- § Managing Workloads
- § Defining Quick-views and Dashboards
- § Overview of Crisis Management
- § Creating Problem Requests from Incidents
- § Email Conversations
- § Closing Incidents and Work Orders
- § Understanding SDE Incident Reporting



Self Service Portal

§ Logging Incidents through Self Service

Training Documentation

Delegates will receive comprehensive training handouts.

Following On

Delegates may consider:

- ITIL Awareness Workshops
- ISEB/ITIL Foundation Course in IT Service Management

What's included?

Refreshments

To enquire about a course, or to make a booking, email training@ibertek.com or telephone 01344742835 and speak to your Account Manager.