

VMware Service Manager eLearning Courses

Pricing

Contact your VMware representative or a VMware Authorized Training Center for pricing information.

More Information

Courses are conveniently scheduled around the world. Please visit <http://www.vmware.com/education> to find the class that is right for you.

Onsite training is also available for customers who prefer to bring a VMware Certified Instructor to their own facilities. For additional information about onsite classes, including facility requirements, contact education@vmware.com

Overview

Infra has an exciting range of E-Learning Courses which cover key concepts to enable users to utilize Infra to its best advantage.

The courses are packaged in a convenient CD-ROM format, with an intuitive navigation menu.

Courses:

There are six core courses available in the e-learning curriculum:

Service Desk Operator

This e-learning course covers the fundamental principles of logging, managing and searching for calls within the Infra software. It also includes an overview of the ITIL call logging progression from Incident, to Problem, to Known Error.

Duration: 1 Hour 40 Minutes

Managing Requests and Tasks

This course covers how to raise, manage and search for change requests in the software, along with how to manage and action the associated tasks. A broad explanation of how Change Management works in the software is included to ensure that even task assignees have an idea of the bigger picture.

Duration: 1 Hour 10 Minutes

Workflow Template Design

Anyone involved in workflow process design will want to review this course to understand the capabilities of Change Management within the Infra software. Users will learn how to build simple templates to automate their processes, and then expand upon these using weighted approvals and conditional branching logic to give them the flexibility to map almost any business process.

Duration: 1 Hour 25 Minutes

Following on from the Workflow Template Design course, users will learn how to create custom Request Submission Forms to collect precisely the information they need as part of a workflow process. This course also expands upon the conditional branching logic to explain how workflow can be directed based on information gleaned from these custom forms.

Duration: 40 Minutes

Administration

The Administration course is suitable for anyone involved in the set-up of either Infra Service Desk or Change Management. The course covers key global settings and configurations along with security permissions and officer management.

Duration: 1 Hour 25 Minutes

Knowledge Bank

This course is suitable for anyone wanting to know how to get the best from the Infra Knowledge Bank module. It includes how to create and search for knowledge articles, along with how to rate and give feedback on existing articles. Administrators will find the modules on knowledge configuration and permissions particularly useful.

Duration: 50 Minutes

Service Level Management

Those involved in implementing service level agreements within the Infra software will find this course invaluable. It covers the basics of creating service level agreements, along with how to test agreements and configure Service Level Management alerts for pending breaches.

Duration: 40 Minutes

Request Submission Designer



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About VMware Education Services

VMware Education Services provides industry-leading technical training and certification programs that build and recognize the virtualization knowledge and expertise needed by technical professionals to transform their IT organizations and realize the full value of IT as a Service.



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