

Infra Course Outline

Service Desk Administration



Infra is a service management tool for managing and controlling customer calls received through a service desk.

In this full day course, you will learn how to administer the Infra Service Desk.

What You Will Learn

- Navigate the System Administration interface
- Set up officer roles
- Define support groups
- Use custom Call Logging windows
- Define priority codes, problem types and call resolution workflow
- Establish forums and determine stakeholders
- Configure partitioning
- Configure time zones
- Set up parameters for call screens
- Configure the service desk
- Configure system titles and servers
- Set up IPK Workflow Rules
- Knowledge Bank administration



How You Will Benefit

At the completion of this course, students will be able to configure and maintain the Infra Service Desk.

A full course manual is provided which students can take back to the workplace and use as a future reference source.

Starting Skill Level:

It is recommended that Service Desk Operator training be completed prior to attending this course.

Length of Course: 1 day

Maximum Students: 8 students

Infra Course Outline

Service Desk Administration

Course Topics:

Module 1: infraEnterprise Administration

- Administrator Login
- Administration Interface
- The Explorer
- Tool Bar
- Administration Modifications
- Stop Logins
- Log Out All Officers
- Designing your implementation

Module 2: IPK Management Settings

- IPK Settings
- IPK Settings (Partitioned)
 - ◆ Closure Method
 - ◆ Support Skills
 - ◆ Extensions
 - ◆ IPK Groups
 - ◆ Quick Solutions
 - ◆ Options
 - ◆ Groups, Roles & Service Desk Officers

Module 3: IPK Groups

- Defining IPK Groups

Module 4: Officer Roles

- Security Roles Overview
- Adding IPK Groups to Roles
- General Access role
- Workflow Management role
- Configuration Management role
- Service Level Management role
- Reporting role
- Availability role
- Knowledge Management role
- Bulletin board role

Module 5: Adding and Updating Officers

- Adding new officers
- Officer details
- Officer templates
- Standard configurations
- Automating officer management with Directory Integration

Module 6: Defining Key Fields

- Call Types
- Defining Call types
- Set Up Call Types
- Defining Priority Types
- Set Up

Module 7: Call Workflow

- Logging a Call
- Custom Call Screens
- Forms, Attributes and Extensions
- Setup Call Details Workflow
- Determine Call Resolution Workflow
- Closure Method
- Closure Reasons
- Forwarding Calls to Forums
- Forwarding Calls to Stakeholders
- Key Decisions - Stakeholders

Module 8: IPK Workflow Rules

- IPK Workflow Rules Overview
- Workflow Activities
- Applying Workflow Rules
- IPK Workflow Rules Administration
- IPK Workflow Rules
- IPK Rules to Workflow Mapping
- Create IPK Rules
- Link IPK Rules to Workflows
- IPK Assignment Workflow
- IPK Notification Rule
- IPK Forum Workflow
- IPK Change Request Workflow
- Call Attributes for IPK Workflows
- Forum Management

Module 9: Develop an ITIL Call Lifecycle

- ITIL Basics
- Priority Promotion
- ITIL Call Logging Workflow
- IPK Statuses
- IPK Streams

Module 10: Partitioning

- Partitioning overview
- Configuring partitions
- Change and administer partitions

Module 11: Time Zoning

- Setting up time zones

Module 12: Configuring IPK Management

- Action Type
- Call History Types
- Call Impact
- Call Physical Statuses
- Call Priority Types
- Call Prototype Details
- Call Profiles
- Call States
- Call Status Titles
- Call Urgency
- Custom Call Profiles
- IPK Classes
- IPK Statuses
- IPK Streams
- Link Type to Call Screen
- Link Type to Reason
- Priority Matrix
- Quick Solutions
- Reasons
- Types

Module 13: Other Admin Settings

- System Options
- System Settings
- Security Profiles
- Server Time Zone
- Hours Definition
- Public Holiday Definition
- Reset References
- Browse Limits
- Messaging
- Email
- Activity Log
- System Diagnostics
- System Titles
- Security Settings