

United Kingdom



EMC offers an extensive range of training courses designed to increase staff competency and productivity. The majority of Ionix Service Manager training courses are one day in duration. The training targets core areas in Ionix Service Manager whilst minimising time away from the office.

The courses are available at EMC Learning Centres in Brentford, Bracknell and Manchester.

Course Details and Dates

The following courses are available:

- **Service Desk Administration** - On completion of the SDA course, students will be able to configure and maintain Ionix Service Manager. We recommend that students have some knowledge of using the Ionix Service Manager Service Desk before attending this course.

Duration: 1 day

Dates:	5 January (Brentford)	31 August (Brentford)
	29 March (Bracknell)	12 October (Manchester)
	13 April (Manchester)	19 October (Brentford)
	25 May (Bracknell)	7 December (Manchester)
	8 June (Manchester)	14 December (Bracknell)
	20 July (Bracknell)	

- **Service Desk Operator** - On completion of the SDO course, students will be able to log, manage and control calls using Ionix Service Manager Service Desk.

Duration: 1 day

Dates:	6 January (Brentford)	1 September (Brentford)
	30 March (Bracknell)	13 October (Manchester)
	14 April (Manchester)	20 October (Brentford)
	26 May (Bracknell)	8 December (Manchester)
	9 June (Manchester)	15 December (Bracknell)
	21 July (Bracknell)	



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- **Service Level Management** - The SLM course is suitable for all SLM Administrators and Service Desk Managers who want to learn how to implement ITIL v3-compliant SLM using Ionix Service Manager.

Duration: 1 day

Dates: 7 January (Brentford) 2 September (Brentford)
31 March (Bracknell) 14 October (Manchester)
15 April (Manchester) 21 October (Brentford)
27 May (Bracknell) 9 December (Manchester)
10 June (Manchester) 16 December (Bracknell)
22 July (Bracknell)

- **Workflow Template Design** - The WTD course focuses on the creation of the templates from which all requests for change are generated. The course covers the complete workflow palette, thereby allowing change managers to create workflow templates for any process in their organisation.

Duration: 1 day

Dates: 8 January (Brentford) 3 September (Brentford)
1 April (Bracknell) 15 October (Manchester)
16 April (Manchester) 22 October (Brentford)
28 May (Bracknell) 10 December (Manchester)
11 June (Manchester) 17 December (Bracknell)
23 July (Bracknell)

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- **Report Designer** - The technical Report Designer course will provide the foundation for building basic reports using the report builder tool.

Duration: 1 day

Dates: 23 March (Bracknell) 21 September (Bracknell)
11 May (Manchester) 9 November (Bracknell)
25 May (Bracknell) 23 November (Manchester)
27 July (Bracknell)

- **Screen Designer** - The Screen Designer course is suitable for any officers responsible for the customisation of Ionix Service Manager screens.

Duration: 1 day

Dates: 24 March (Bracknell) 22 September (Bracknell)
12 May (Manchester) 10 November (Bracknell)
26 May (Bracknell) 24 November (Manchester)
28 July (Bracknell)

- **Customising Customer Portal** - The technical CCP course is suitable for technical specialists, system administrators or officers responsible for Infra customisation. Students will learn how to customise the look and arrangement of the customer portal.

Duration: 1 day

Dates: 25 March (Bracknell) 23 September (Bracknell)
13 May (Manchester) 11 November (Bracknell)
27 May (Bracknell) 25 November (Manchester)
29 July (Bracknell)

- **Infra Certified Developer** - The comprehensive technical ICD training course is designed for organisations looking to undertake major, in-house, development of Ionix Service Manager. The course covers a range of customisation and integration possibilities. Completion of the course and certification, through passing the accompanying exam, enables students to customise Ionix Service Manager with a high level of proficiency.

Duration: 5 days

Dates: 22 - 26 February (Bracknell)
26 - 30 April (Bracknell)
28 June – 2 July (Manchester)
23 - 27 August (Bracknell)
25 - 29 October (Bracknell)
13 - 17 December (Manchester)

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To view our course outlines or for more information and any pre-requisites please go to www.infra.com.au/services/training.asp

Course Prices

Prices are quoted in GBP£ and training units

- One Day Courses

£ / student : Training unit/student:

480 3

- Infra Certified Developer

£ / student: Training unit/student:

3520 22

5% discount when purchasing 30+ training units

9% discount when purchasing 100+ training units

For more information or to book places on one or more courses, please contact your EMC Sales Representative or email infrauktraining@emc.com