

Australia

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

The courses are available at EMC Learning Centres in Melbourne and Sydney.

Course Details and Dates

The following courses are available:



- **Service Desk Operator** – On completion of this course, students will be able to log, manage and control calls using EMC Infra Service Desk.
Duration: 1 day
Dates: 21 January (Sydney) 01 February (Melbourne)
15 March (Sydney)
- **Service Desk Administration** - On completion of this course, students will be able to configure and maintain the EMC Infra Service Desk. It is recommended that Service Desk Operator training be completed prior to attending this course.
Duration: 1 day
Dates: 22 January (Sydney) 02 February (Melbourne)
16 March (Sydney)
- **Managing Requests and Tasks** - On completion of this course, students will be able to raise and manage change requests using EMC Infra Workflow Management.
Duration: 1 day
Dates: 03 February (Sydney) 10 March (Melbourne)
- **Workflow Template Design** - This one day course focuses on the creation of the templates from which all requests for change are generated. This full day course covers the complete workflow palette, thereby allowing change managers to create workflow templates for any process in their organization.
Duration: 1 day
Dates: 04 February (Sydney) 11 March (Melbourne)
23 March (Sydney)
- **Workflow Administration** – On completion of this course, students will be able to configure and maintain EMC Infra Workflow Management. It is recommended that Managing Requests and Tasks training be completed prior to attending this course.
Duration: 1 day
Dates: 05 February (Sydney) 12 March (Melbourne)

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- **Service Level Management** - This one day course is suitable for all SLM administrators and Service Desk Managers who want to learn how to implement ITIL compliant service level management using EMC Infra.

Duration: 1 day

Dates: 28 January (Sydney) 15 March (Melbourne)

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

Duration: 1 day

Dates: 29 January (Sydney) 16 February (Melbourne)
22 March (Sydney)

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 AU\$ and training units.

- **One Day Courses**

\$ / student	Training Units / student
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5% discount when purchasing 30+ training units.

9% discount when purchasing 100+ training units

To book places on one or more courses, please contact your EMC Sales Representative, or email infraau-Training@emc.com