

Kod szkolenia: **SM310**

Tytuł szkolenia: **Service Manager 9.x Request Management**

Dni: 5



Opis:

This five-day course provides students with the skills needed to effectively use, configure, and customize the Request Management application. This course covers how to use Service Manager 9.30 software to effectively manage the Request Management application, as well as customize and configure the Service Manager 9.30 software using advanced administrative tools. You will also apply ITIL-based Request Management processes to Service Manager 9.30. This course is 50% lecture and 50% hands-on labs. This course covers software versions 9.21 and 9.3 and the hands-on labs use software version 9.3.

This course is designed for users who are experienced with Service Manager, or have taken one of the level 100 courses (Technical Configuration or Foundations for Process Owners).

Versions 9.21 and 9.30

Program szkolenia:

[Pobierz program](#)

