ManageEngine ServiceDesk Plus Training
Course Duration: 32 Hours (4 Days)

Overview

The ManageEngine ServiceDesk Plus course is a comprehensive training program designed for IT professionals to master the ServiceDesk Plus software, a robust IT help desk and asset management platform. Through this course, learners will become proficient in the tool's features and functionalities, paving the way to manage engine training excellence and ultimately leading to a ManageEngine certification. Starting with an Introduction to ServiceDesk Plus, participants will get acquainted with the software's interface and core components. The subsequent modules, from the Service Catalogue to General Settings, cover various aspects such as managing incidents, problems, and changes, setting up a service catalog, automating helpdesk workflows, leveraging the Self-service Portal, Knowledge Management, Project Management, and maintaining hardware and software inventory. The course also delves into the Configuration Management Database (CMDB), generating insightful reports, and best practices for IT management. By the end of the course, learners will have a solid understanding of how to efficiently use ServiceDesk Plus to enhance IT Service Management within their organizations.

Audience Profile

ManageEngine ServiceDesk Plus is a comprehensive ITSM suite designed for IT support professionals to streamline service management.

- It is ideal for:
- IT Support Specialists
- Service Desk Analysts
- IT Service Managers
- Technical Support Engineers
- IT Asset Managers
- System Administrators
- Network Administrators
- IT Operations Managers
- Helpdesk Coordinators
- IT Project Managers
- CMDB Managers
- IT Consultants
- ITIL Practitioners

Course Syllabus

1. Introduction to ServiceDesk Plus

- Overview of ServiceDesk Plus
- Benefits of ServiceDesk Plus
- Importing requesters from Active Directory/LDAP
- Configuring pass-through authentication
- Converting a user into a technician and defining roles

2. Service Catalog

- Defining a service and service request template
- Workflow definition
- Adding resources
- Additional fields for individual services
- User groups

3. Incident Management

- Request tracking
- Automating with business rules
- Request escalation using SLAs
- Queue configuration
- Notification setup
- Time tracking
- Preventive maintenance
- HelpDesk customizer
- Technician features for request handling
- Typical helpdesk workflows (User call, Self-Service Portal, Email)

4. Problem Management

- Problem detection and classification
- Associating an incident with a problem request
- Problem analysis
- Solutions, workarounds, and known error records
- Problem closure

5. Change Management

- Defining change status, workflow, and templates
- Initiating change requests
- Change plans and CAB (Change Advisory Board)
- Approval from CAB members
- Implementing a change as a project

- Post-implementation review

6. Self-Service Portal

- Creating a new request
- Checking the status of previous requests
- Searching for solutions
- Updating contact details
- Announcements

7. Knowledge Management

- Solutions database
- Public and private solutions
- Solution approver roles

8. Project Management

- Configuring project roles for users/technicians
- Creating projects
- Associating multiple milestones with a project
- Associating multiple tasks with a milestone
- Gantt view
- Project overview map

9. Hardware and Software Inventory

- Windows domain scan
- Network scan
- Scheduling periodic audits
- Software license compliance
- Managing hardware inventory
- Remote control tools

10. Configuration Management Database (CMDB)

- Discovering assets
- Detailed asset inventory
- Software library
- Asset relationships

11. Purchase & Contract Management

- Purchase cycle overview

- Creating purchase orders (POs)
- Submitting POs for approval
- Accepting/rejecting POs
- Sending approved POs to vendors
- Receiving or partially receiving items
- Contract management
- Tracking and managing contracts from multiple vendors

12. Reports

- Customizing reports
- Query-based reporting
- Scheduling reports
- Default reports

13. Survey

- Defining surveys and satisfaction levels

14. General Settings

- Configuring and scheduling backups
- Data archiving
- Themes
- Self-Service Portal settings

15. Appendix

- Common mistakes to avoid
- Troubleshooting tips
- Useful links