ManageEngine ServiceDesk Plus for Administrators

Course Description

This course provides a comprehensive understanding of ManageEngine ServiceDesk Plus, a robust IT service management (ITSM) solution aligned with ITIL best practices. Participants will gain in-depth knowledge of configuring and managing the platform, enabling them to streamline incident management, service requests, asset tracking, and more. The course equips administrators with the skills to customize workflows, implement automation, and maintain security and compliance for effective IT operations.

Audience Profile

This course is designed for:

- IT Administrators responsible for managing ITSM tools.

- ServiceDesk Technicians seeking advanced operational knowledge of ManageEngine ServiceDesk Plus.

- IT Managers looking to optimize service delivery and implement ITIL best practices.

- Organizations transitioning to or enhancing their IT service management workflows.

Prerequisites

Participants should have:

- A basic understanding of IT service management (ITSM) concepts.

- Familiarity with ITIL practices.

- General knowledge of IT infrastructure and workflows.

Course Objectives

By the end of this course, participants will be able to:

1. Understand the features and deployment options of ServiceDesk Plus.

2. Effectively manage users, roles, and permissions within the system.

3. Implement and automate incident and service request management workflows.

4. Configure and manage assets, CMDB, and software licenses.

5. Administer problem and change management processes.

6. Leverage automation, customization, and integrations to improve efficiency.

7. Generate actionable reports and dashboards for tracking performance and KPIs.

8. Ensure data security, compliance, and system integrity.

9. Apply best practices for ITSM administration using ServiceDesk Plus.

Table of Contents (TOC)

- o Defining Approval Workflows

- o Handling Service Requests

- o Automation and Escalation Rules

6. **Asset and Configuration Management**

   - o Setting Up the CMDB

   - o Asset Discovery and Inventory

   - o Software License Management

   - o Linking Assets to Tickets

7. **Problem and Change Management**

   - o Defining Problems and Root Cause Analysis

   - o Linking Problems to Incidents

   - o Change Management Workflow

   - o Managing Change Approvals and CAB Meetings

8. **Automation and Customization**

   - o Creating Business Rules

   - o Automating Ticket Assignment (Round Robin, Load Balancing)

   - o Email Parsing for Ticket Creation

   - o Customizing Templates and Fields

9. **Integrations**

   - o Integration with Endpoint Management (e.g., Desktop Central)

   - o Integrating with Third-Party Applications (e.g., Slack, Microsoft Teams)

   - o API Integration Guide

   - o Webhooks and Alerts Setup

10. **Advanced Features**

    - o IT Project Management

    - o Knowledge Base Management

    - o Multi-Site Support

    - o Mobile App for Technicians

11. **Reports and Dashboards**

- o Generating Predefined Reports

- o Creating Custom Reports

- o Real-Time Dashboards

- o KPI Metrics and SLA Tracking

12. **Security and Compliance**

- o Role-Based Access Control (RBAC)

- o Data Encryption and Backup

- o GDPR and Other Compliance Features

- o Audit Trails and Logging

13. **Best Practices for Admins**

- o Structuring Teams and Permissions

- o Optimizing Service Catalogues

- o Ensuring Data Accuracy in CMDB

- o Continuous Improvement with ITSM