

## MATRIX42 MARKETPLACE PRODUCTS

# Matrix42 ESM Platform Administration Training – Basic

Training to setup, configure, and maintain the Matrix42 ESM Platform. The training will be held in german.

## Description

### Matrix42 ESM Platform Administration Training - Basic for Matrix42 Workspace Management

#### Learning Objectives

This product training course provides you with all the basic knowledge necessary for setting up, configuring, and maintaining the Matrix42 Platform. One focus of the course is the interaction of the modules and the optimal adaptation and integration into the infrastructure of your company. You will also learn how to precisely adapt the product to your own needs. (duration 2 days)

#### Target Audience

Project managers, ITSM process owners, specialist users or managers in the areas of IT controlling, workspace management or IT administrators

#### Contents

- Make and adapt basic configurations



- Navigation, layout, and design
- Organization and master data
- Interfaces (bidirectional) and Connections/Data providers
- Compliance rules, actions, and Service activation
- Global settings
- **Assign and adjust authorizations**
  - Database schema
  - Security and authorizations
  - Navigation, layout, and design
- **Ensure and monitor regular operation**
- **Install updates and extensions**
  - Maintenance and backup/updates
- **Data import/export**
  - Database schema
  - Import definitions
  - Data export

## Requirements

Understanding the processes involved in providing services, basic knowledge of SQL, experience in the administration of IT infrastructures. Prior participation in the [Matrix42 Service Management Training](#) course is recommended. For deeper insights in Service Management we recommend our [Matrix42 ESM Platform Administration – Advanced Training](#) as next step on your way to become an expert in service management with Matrix42 Digital Workspace.

The training will be held in german. If you like the training to be held in english please [klick here](#).

## Agenda

Variable for each workshop, areas of interest and participants. Wishes can be dealt with in the event of timely registration of participants.

You would like to receive an individual offer for your training? Send a request to [training@matrix42.com](mailto:training@matrix42.com)

## Training Location

All training courses take place online.

We would be happy to advise you on individual online or face-to-face training.

You can reach us at [training@matrix42.com](mailto:training@matrix42.com) or +4969667788505

Matrix42 Trainingscenter Frankfurt  
Elbinger Str. 7  
60487 Frankfurt

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## In-house training at your location

For in-house training, please contact your Matrix42 Account Manager or send an inquiry to [training@matrix42.com](mailto:training@matrix42.com).

# Additional information

<b>Platform</b>	Service Management
<b>License metric</b>	One Time
<b>Manufacturer</b>	Matrix42 GmbH
<b>Product link</b>	<a href="https://marketplace-staging.matrix42.com/product/matrix42-esm-platform-administration-basic-training-marketplace/">https://marketplace-staging.matrix42.com/product/matrix42-esm-platform-administration-basic-training-marketplace/</a>