

Matrix42 Marketplace Products

Matrix42 Service Management Administration - Basic

Training to setup, configure, and maintain Matrix42 Service Managements. The training will be held in german.

Description

Service Management Administration Basic Training for [Matrix42 Workspace Management](#)



Learning Objectives

This product training course provides you with all the basic knowledge necessary for setting up, configuring, and maintaining Matrix42 Service Management. 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.

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**

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- 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**

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- 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.

For deeper insights in Service Management we recommend our [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

Training Location

Due to the actual situation, all trainings will take place online until further notice.

Matrix42 Trainingscenter Frankfurt
Elbinger Str. 7
60487 Frankfurt

+4969667788505

In-house training at your location

For in-house training, please contact your Matrix42 Account Manager or send an inquiry to training@matrix42.com.

Additional information

Platform	Service Management
License metric	One Time
Manufacturer	Matrix42 AG

Product link

<https://marketplace-staging.matrix42.com/product/matrix42-service-management-administration-basic-training-marketplace/>