MATRIX42 MARKETPLACE PRODUCTS

Matrix42 ESM Platform Administration Training - Advanced (English)

Deepening the knowledge to optimally adapt the product to your own needs. The training will be held in english. **Please note**: All English-language training courses are held during CET. If you would like to train in a different time zone, write to us at training@matrix42.com

Description



Matrix42 ESM Platform Administration Advanced Training for Matrix42 Workspace Management

Learning Objectives

This product training course provides you with all the knowledge necessary for setting up, configuring, and maintaining the Matrix42 ESM Platform. One focus of the course is the interaction of the modules and the optimal adaptation and integration into the corporate infrastructure. You will also learn how to precisely adapt the product to your own needs. Furthermore, you will acquire the knowledge to extend the data model with your own tables and attributes and to connect these with existing product content. The course includes many representative exercises and practical tips! (duration 3 days)

Target Audience

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

Contents

- **Analyze requirements and create initial data model**
  - Understand requirements
  - Create initial data model
  - Extend selection lists
  - Define main attributes and relations
- **Create basic UI elements**
  - Understand requirements
  - Create data source, data list, and navigation object
  - Create dialogs and previews
  - Tips & tricks
- **Complete the data model and the grid layout**
  - Complete data model
- **Import data**
- **Initial process design with conformity rules and actions**
  - Create compliance rules
- **Automate processes**
  - Provide service in Service Catalog
  - Create process automation
- **Create reports and dashboards**

Requirements

In preparation for this course, participation in the Matrix42 Service Management – Administration Basic (EN) training is strongly recommended! Understanding the processes involved in providing services, basic knowledge of SQL, experience in the administration of IT infrastructures.

The training will be held in english. If you like the training to be held in german 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

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 or +4969667788505

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 GmbH
Product link	https://marketplace-staging.matrix42.com/product/matrix42-esm-platform-administration-advanced-training-english/