

# SMAX-SE

## SMAX for Support Engineers

This introductory training provides attendees with the knowledge and technical skills to use SMAX. This three-day training contains little theory, more practice to give the attendees a quick start to use their SMAX installation: both User Interfaces, Service Portal for end-users and Service Management for support engineers/agents.

### Kursinhalt

- Logistics
- SMAX Architecture
- Preparation
- Selected processes as implemented in SMAX
- References
- Summary

### Zielgruppe

Solution Architects, Project Managers, Technical Managers, Process Designers, Process Owners, Administrators, Service Engineers (sometimes called 'Users' or 'Agents')

### Voraussetzungen

To understand and use an ITIL-centric tool, prior ITIL know-how is necessary. This includes some ITIL Service Management processes, like:

- Change Management, Event Management, Incident Management, Problem Management
- Request Fulfillment, Service Asset and Configuration Management
- Service Catalogue Management, Service Level Management

Some of the functions need to be known:

- Service Desk, at least
- IT Operations Management would be helpful

### Kursziel

After finishing the training, the attendees

- can use Service Portal and Agent Interface,
- know Request Management processes
- know Incident & Problem Management processes
- know Change Management processes
- can create, modify and close Tickets
- know how to search for Tickets
- can process Approvals and Tasks
- can create and process Tickets for Live Caller
- can create Tickets on behalf of callers
- can initiate and process feedback from End-Users
- can process feedback from other agents or third parties
- can search and use Knowledge Articles
- can create and use Fulfillment Plans
- can escalate requests to Incident and Change Management
- can create and process Incidents, Problems and Changes
- can use Time Period Management and On-Call Schedule Management
- can search and show Cis

### Dieser Kurs im Web



Alle tagesaktuellen Informationen und Möglichkeiten zur Bestellung finden Sie unter dem folgenden Link: [www.experteach.at/go/SMSS](http://www.experteach.at/go/SMSS)

### Vormerkung

Sie können auf unserer Website einen Platz kostenlos und unverbindlich für 7 Tage reservieren. Dies geht auch telefonisch unter 06074 4868-0.

### Garantierte Kurstermine

Für Ihre Planungssicherheit bieten wir stets eine große Auswahl garantierter Kurstermine an.

### Ihr Kurs maßgeschneidert

Diesen Kurs können wir für Ihr Projekt exakt an Ihre Anforderungen anpassen.

Training	Preise zzgl. MwSt.	
Termine in Österreich	3 Tage	€ 2.295,-
Online Training	3 Tage	€ 2.295,-
Termine auf Anfrage		

Stand 14.01.2024

# Inhaltsverzeichnis

## SMAX-SE – SMAX for Support Engineers

### Module 0: Logistics

Trainer & Attendees

Logistics

### Module 1: SMAX Architecture

What is SMAX?

Understand SMAX capabilities and licensing

### Module 2: Preparation

Terminology

Understand personas, tenants, customers, and accounts

Know the purpose of the User-Interfaces

How to login to Service Portal, and to Service Management

### Module 3: Selected processes as implemented in SMAX

Plan: Service Catalog, Service Level Management

Build: Change Management, Knowledge

Management, Service Asset and Configuration Management

Run: Service Request Management, Incident Management, Problem Management

### Module 4: References

Direct links to official documentation

### Module 5: Summary

Questions and Answers

Course Review and Summary

