

**Programme: ManageEngine  
ServiceDesk Plus**

**Your fastest route to  
software deployment**

## Training & Deployment Consultancy

Networks Unlimited offers training programs that enhance your skills to support, implement, develop, and manage software solutions. Our product experts provide you with extensive hands-on experience based on real-time implementation of the products.

Training is learner-friendly with highly interactive tracks for all levels of users and offers this through both online and classroom sessions.

Networks Unlimited offers a combination of training and deployment consultancy designed to:

- Accelerate implementation of your new software
- Deliver business benefit earlier
- Minimise time and cost involved

Furthermore, Networks Unlimited's skilled team of instructors will show you how to implement all features from the outset:

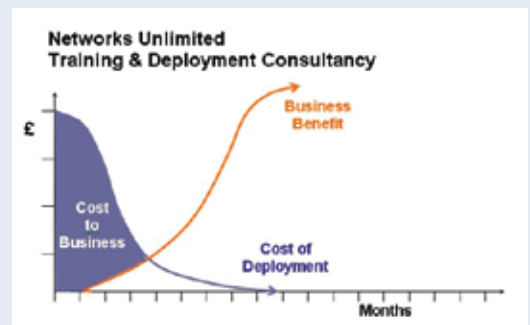
- Eliminating the 'I didn't know it could do that' factor
- Helping parts of the business you didn't know you could help.
- Improving your return on investment

## Training Format

At Networks Unlimited, we try to make life easy for you by conducting all training programs on-site at your offices. Prices are based on one simple daily rate which includes all traveling and over-night expenses.

- One-day Onsite Training:**  
The basic training is conducted at your premises, in the UK, for up to 6 technicians.
- Two-days Onsite Training & Consulting:**  
This advanced consulting program is conducted at your premises in the UK, giving basic training for the first day and deployment consulting on the second day. A product expert will install and configure the selected ManageEngine product according to your needs. Available for up to 6 technicians.

**NU reduces the total software deployment cost to your business:**



# ServiceDesk Plus Deployment Basic Training & Consultancy Package



## Course objectives:

**At the end of the training, you should be able to:**

- Setup Incident and Problem Management
- Define Change Management
- Discover and manage assets
- Enable a self-service and knowledge management portal
- Manage Software and Hardware Inventory
- Handle Purchase and Contract Management

## Who Should Attend

If you are an IT Help Desk Manager, IT Help Desk Administrator or on the IT Support Staff, and have deployed ServiceDesk Plus, this training helps you optimize the applications capabilities.

## Course Agenda

### Implementation:

- Help Desk Wizard
- Mail Settings
- Import Requestors
- Creating Technicians
- Define Support Staff Roles
- Active Directory Authentication

### Incident Management:

- Request Tracking
- Automate with Business Rules
- Request Escalation using SLAs
- Groups
- Notifications
- Time-Tracking
- Request Templates
- Preventative Maintenance

### Problem Management:

- Problem Detection & Classification
- Problem Priority

- Problem Analysis
- Solutions, Work Around and Known Error Record
- Problem Closure

### Change Management

- Initiate Change Request
- Change Plans and Change Advisory Board (CAB)
- Approval from CAB members
- Co-ordinate Change Implementation
- Post Implementation Review
- Change History

### Asset Management & Inventory

- Discovering Assets
- Schedule Periodic Audits
- Software Library and License Compliance
- Asset Relationships

### Purchase & Contract Management

- Purchase cycle overview
- Create Pos
- Submit for Approval
- Accept/Reject PO
- Approved Pos to vendors
- Receive or Partially receive items
- Contract Management
- Track & Manage Contracts from Multiple Vendors

### Reports

- Report Dashboards, Graphs and Technician
- Queues
- Standard Reports
- Custom Report Wizard
- Report Query Editor

### Self Service Portal

- Creating a new request
- Checking status of previous requests
- Searching solutions
- Updating Contact Details
- Announcements

### Survey

- Define Survey and Satisfaction Levels
- Schedule Surveys
- Scheduled Reports

### Networks Unlimited contact details:

The Colonnades  
London Road  
Pulborough  
West Sussex RH20 1AS  
United Kingdom

Tel: +44 (0)1798 8731001  
Fax: +44 (0)1798 8731002  
Email: [mail@netunlim.com](mailto:mail@netunlim.com)  
Web: [www.netunlim.com](http://www.netunlim.com)

### Networks Unlimited web sites:

### ITSM and network performance monitoring:

[www.service-desk.co](http://www.service-desk.co)  
[www.nultd.nu](http://www.nultd.nu)  
[www.mutiny-uk.co.uk](http://www.mutiny-uk.co.uk)

### Gateway and network security:

[www.sonicwall.co.uk](http://www.sonicwall.co.uk)  
[www.firewall-solutions.com](http://www.firewall-solutions.com)

### Remote access:

[www.sonicwall-ssl-vpn.co.uk](http://www.sonicwall-ssl-vpn.co.uk)

### Data back up and leakage protection:

[www.sonicwall-cdp.co.uk](http://www.sonicwall-cdp.co.uk)  
[www.codegreennetworks.net](http://www.codegreennetworks.net)

### Content security:

[www.sonicwall-content-security.co.uk](http://www.sonicwall-content-security.co.uk)  
[www.cyberoam.co.uk/contentfiltering.shtml](http://www.cyberoam.co.uk/contentfiltering.shtml)

### Email security:

[www.sonicwall-email-security.co.uk](http://www.sonicwall-email-security.co.uk)  
[www.firewall-solutions.com/antispam.shtml](http://www.firewall-solutions.com/antispam.shtml)

### Application traffic and bandwidth management:

[www.application-acceleration.co.uk](http://www.application-acceleration.co.uk)  
[www.wan-optimization.co.uk](http://www.wan-optimization.co.uk)

### Two way SMS server:

[www.talariax.co.uk](http://www.talariax.co.uk)