

SM110 - Service Manager 9.x

Foundations for Process Owners

Duration: 40.00 hours (5 days)

32.5 CPD Hours

Rating: ★ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

This introductory course provides students with the skills needed to effectively use and manage the Service Manager 9.x software product. This course focuses on teaching the processes embedded in Service Manager.

About This Course

This introductory course provides students with the skills needed to effectively use and manage the Service Manager 9.x software product. This course focuses on teaching the processes embedded in Service Manager.

Who Should Attend

For Process Owners, project managers, and other managers who are new to Service Manager.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

At the end of the course, you will be able to: Describe the role and intent for each of the Service Manager components. Describe the processes, workflows, and key activities for each module. Use the Service Manager Web and Windows client as well as the Employee Self Service portal. Manage Service Manager operators, using administrative tools. Review how to configure operator, profile, role, environment, folder, and contact objects. Determine the difference between Incident and Problem Management. Discuss the Change, Configuration, Knowledge, and Service Level Management processes. Explain and configure the Service Catalog. Use Request Management workflows. Describe the reporting capabilities of Service Manager.

Additional Course Details

Nexus Humans SM110 - Service Manager 9.x Foundations for Process Owners training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the SM110 - Service Manager 9.x Foundations for Process Owners course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for SM110 - Service Manager 9.x Foundations for Process Owners?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
 - Traditional Instructor-Led Classroom Training (ILT)
 - On-site delivery at your offices anywhere in United Kingdom
 - Private dedicated courses customized for your team
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Q: How many CPD hours does this course provide?

The 5-day SM110 - Service Manager 9.x Foundations for Process Owners course provides up to 32.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the SM110 - Service Manager 9.x Foundations for Process Owners training?

The training takes place over 5 day(s), with each day lasting approximately 40.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for SM110 - Service Manager 9.x Foundations for Process Owners?

Yes, we provide corporate training, dedicated training, and closed classes for SM110 - Service Manager 9.x Foundations for Process Owners. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for SM110 - Service Manager 9.x Foundations for Process Owners?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your SM110 - Service Manager 9.x Foundations for Process Owners training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

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