

SM Training Agenda – Attendee

DAY 1		
Overview	DURATION	SESSION
SCSM Basics	60 minutes	Service Manager Console Installation and Overview What is a Work Item and how they work? What is a Configuration Item? What else is in the console and Why should I NOT use it?
	30 Minutes	Workflow overview & basic troubleshooting
10:30	15 minutes	BREAK
Cireson Portal Basics	60 minutes	Service Manager Cireson Portal: <ul style="list-style-type: none"> • Navigation panes and workspaces • OOB Views • Tasks • Searching
	30 minutes	Managing Work Items in the Portal
12:15	60 minutes	LUNCH BREAK
Cireson Portal Intermediate	30 minutes	Service Manager Cireson Portal Configuration and Troubleshooting
	30 minutes	Creating and Changing Views in the Cireson Portal
	30 minutes	Cireson Portal Permissions and Security
14:45	15 minutes	BREAK
Reporting	30 minutes	Viewing Cireson Portal Analytics
	30 minutes	Viewing Reports in the Console
16:00	60 Minutes	Q&A + Close

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DAY 2		
TIME	DURATION	SESSION
SCSM Admin Basics	30 Minutes	Management Pack Best Practice
	15 minutes	Managing Lists
	15 minutes	Managing Views
	30 minutes	Managing Templates
	30 minutes	Managing Subscriptions
11:00	15 minutes	BREAK
SCSM Integration	15 minutes	Analyst Notifications and Communications
	30 minutes	Service Manager Connectors
	30 minutes	Creating and Managing Advanced Request Offerings
12:30	60 minutes	LUNCH BREAK
Service Catalog 101	60 minutes	Building and Maintaining a Service Catalog
14:30	15 minutes	BREAK
What Next?	30 Minutes	Extending SCSM classes
	60 Minutes	Customizing the Cireson Portal
	30 minutes	Other Cireson Tools you may not be using
16:30	30 minutes	Review Resources, Q&A and Close