

iSupport[®] Training Course

CHANGE MANAGEMENT FUNDAMENTALS

DESCRIPTION:

A powerful help desk application can deliver an increase in time savings that will ultimately result in cost savings for your organization. Leveraging hierarchy templates in your change management is a fundamental way to put the power of iSupport's automation in play and increase the efficiency of your service activities. This course will walk you through all stages of implementing hierarchy templates in change-related activities. This course typically runs up to three hours.

TOPICS COVERED:

- Scenarios for Using Change Hierarchy Templates
- Creating Templates and Specifying Defaults
- Using Custom Fields, Categories, Routing, and SLAs with Hierarchy Templates
- Creating a Hierarchy
- Defining Closure Dependencies
- Creating and Closing Change Records using Hierarchy Templates in the Change Screen
- Including Hierarchy Templates on the End User Desktop and Email Processing
- Q&A as Needed

COST: \$550 per seat
LOCATION: Online
SCHEDULE: 2-5 days in advance

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AGENDA:

Scenarios for Using Hierarchy Templates

- Identifying multi-task functions in your environment

Creating Templates and Specifying Defaults

- Using the Hierarchy Template screen
- Selecting the default assignee, status, and priority

Using Custom Fields, Categories, Routing, and Custom SLAs

- Associating hierarchy templates with custom fields
- Associating hierarchy templates with categories
- Associating hierarchy templates with routing
- Associating hierarchy templates with custom SLAs

Creating a Hierarchy

- Creating multi-level template hierarchies
- Defining closure dependencies

Creating and Closing Incidents in a Hierarchy in the Incident Screen

- Selecting and viewing hierarchy templates

Including Hierarchy Templates on the End User Desktop

- Enabling template availability for the End User Desktop

Q & A as Needed