

iSupport[®] Training Course

FIRST STEPS TO ITIL - INCIDENTS, PROBLEMS & CHANGES

DESCRIPTION:

The ITIL standards have become a de facto guideline for support activities, yet there is still a lot of confusion on what ITIL really is and how it applies to today's leading service desks. This course will show you how to begin implementing ITIL principles by differentiating between Incident, Problem, and Change records. This course typically runs up to three hours.

TOPICS COVERED:

Overview of Basic ITIL Concepts with Incident, Problem, and Change Records
Entering Service Requests and Incidents, Using Incident Models
Entering Problems and Publishing Known Errors
Entering Changes and Using Change Models
Implementing SLAs and Approvals
Tracking Configuration Items (Assets)
Views
Q&A as Needed

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

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AGENDA:

Overview of Basic ITIL Concepts with Incident, Problem, and Change Records

- Incidents, service requests, problems, and changes

Entering Service Requests and Incidents, Using Incident Models

- Configuring status, impact and urgency levels
- Using the iSupport Incident screen
- Creating incident templates
- Creating hierarchy templates
- Associating problems, changes, and assets

Entering Problems and Publishing Known Errors

- Using the iSupport Problem screen
- Associating incidents, changes, and assets
- Configuring automatic closure of related incidents

Entering Changes and Using Change Models

- Using the iSupport Change screen
- Creating change templates
- Creating change hierarchy templates
- Associating incidents, problems, and assets
- Configuring automatic closure of related incidents and problems

Implementing SLAs and Approvals

- Creating priority-based SLAs
- Creating reassignment-based SLAs
- Requiring approvals for incidents
- Requiring approvals for changes
- Configuring notifications

Tracking Configuration Items (Assets)

- Configuring asset types and related custom fields
- Configuring asset groups
- Configuring software license tracking
- Entering asset records and running scans

Displaying Incident, Problem, Change, and Asset Views

Q & A as Needed