

iSupport[®] Training Course

USING iSUPPORT'S SERVICE CATALOGS

DESCRIPTION:

List the services your organization provides to either your employees or customers. Service Catalog functionality enables customer requests of services, products, policies/procedures, etc. utilizing configured Change and Purchase templates. Requests can be made by support representatives via the Desktop and by customers via the End User Desktop. This course typically runs up to two hours.

TOPICS COVERED:

- Configuring Service Catalogs
- Service Catalog Options
- Using Templates with Service Catalogs
- Displaying Service Catalogs on the End User Desktop
- Restricting Access to Service Catalogs
- Q&A as Needed

COST: \$350 per seat
LOCATION: Online
SCHEDULE: 2-5 days in advance

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AGENDA:

Configuring Service Catalogs

- An overview on Change and Purchase Request templates
- Associating a Change and/or Purchase Request to a service catalog
- Creating a new service catalog
- Understanding root services
- Entering associated costs
- Inserting an image and additional details
- An overview on Configuration Items (CIs)
- Associating CIs to a service catalog

Service Catalog Options

- Inserting a lower level service catalog entry into an existing catalog
- Including additional information in a header and/or footer in your service catalog
- Adding the service catalog as a link on the End User Desktop
- Setting permissions on who can view associated costs
- Restricting access to service catalog entries

Q & A as Needed