

OTRS ITSM Administrator Training

Get the most out of OTRS ITSM. Quickly become an OTRS ITSM professional with insight into the system's functional principles.

Content

The ITIL® V3 compatible IT Service Management Solution enables enterprise-class management of complex IT infrastructures including configuration items (CIs) and their relationship to tickets, owners, services and documents. You have the ability to define, assign, identify, analyze and report CIs cross-process, creating efficiency and saving money. You can monitor CI status real-time, including status before and after changes, and verify CIs completeness and correctness. Powerful ITSM modules transform your organization from reactive to proactive, and the Configuration Management module supports regulatory compliance efforts.

This training module is recommended in conjunction with a platform-specific OTRS Administrator training module. You will get additional knowledge on the use and administration of OTRS ITSM-specific features and helpful suggestions for efficiently using an integrated CMDB. Additional ITSM packages will be installed using the OTRS package manager. As an OTRS ITSM Administrator you will become familiar with powerful new configuration options to help optimize support of your IT Service Organization and map your business requirements in OTRS ITSM.

Prerequisites

- OTRS Administrator Training (Unix / Linux or Windows)
- Good knowledge of web-based software architecture
- Familiarity with the Best Practice Standards IT Infrastructure Library (ITIL)

Benefits

- Fast Go-live for OTRS and Administrators
- Quick roll-out of business process requirements
- Draw on our experience from more than 1,000 implementation projects
- When you book as an in-house training, contents can be tailored to your individual needs

1. Training day

Time	Content
9:00am – 9:30am	Introduction
9:30am – 10:00am	Overview on ITSM Specific functionality <ul style="list-style-type: none">▪ Linking of objects▪ Ticket types▪ Services and SLAs▪ Service view▪ Configuration Database and locations
10:00am – 12:30am	OTRS ITSM Administrator frontend <ul style="list-style-type: none">▪ Installing needed OTRS::ITSM modules▪ General catalog use existing classes and defining new ones▪ Transformation of predefined service catalog and assigned SLA in OTRS::ITSM▪ Impact / Criticality / Priority Matrix
12:30am – 1:30pm	Lunch break
1:30pm – 4:30pm	Service Asset and Configuration Management (CMDB) <ul style="list-style-type: none">▪ Creation of CI Classes▪ Definition of different datatypes<ul style="list-style-type: none">- Select boxes- Text fields- Input fields- User information- Date fields- Creating a sample class
4:30pm – 5:00pm	Round table - Q & A

2. Training day

Time	Content
9:00am – 9:15am	Round table - Q & A
9:15am – 10:30am	Change Management <ul style="list-style-type: none"> ▪ Terminology of Change Management module ▪ Overview of Change Management features
10:30am – 12:30am	Change Management - Administrator frontend <ul style="list-style-type: none"> ▪ Installing needed OPMs ▪ Category - impact - priority ▪ General catalog ▪ State Machine - defining changes and work orders's relations and actions
12:30am – 1:30pm	Lunch break
1:30pm – 2:00pm	Authorizations within the Change Management
2:00pm – 3:30pm	Notification Management <ul style="list-style-type: none"> ▪ types of notifications ▪ declaring own notifications
3:30pm – 4:30pm	Building a change <ul style="list-style-type: none"> ▪ Defining a change ▪ Defining work orders ▪ Creation and management of relations and actions
4:30pm – 5:00pm	Round table - Q & A



As Experts for efficient Service Management solutions all our consultants are ITIL-certified and bring substantial experience into your project.

Regions

North America

OTRS Inc.

19925 Stevens Creek Blvd.
Cupertino, CA 95014-2358
USA

T: +1 408 725 7501

F: +1 408 725 8885

Europe

OTRS AG

Norsk-Data-Straße 1
61352 Bad Homburg
Germany

T: +49 6172 681988 0

F: +49 9421 56818 18

OTRS AG

Europaring 4
94315 Straubing
Germany

OTRS B.V.

Schipholweg 103
2316 XC Leiden
The Netherlands

T: +31 71 8200255

F: +31 71 8200254

Latin America

OTRS S.A.de C.V.

Oso 127 – 105
Col. Del Valle
03100 México, D.F.
Mexico

Tel.: +52 55 5524 3171

OTRS Lab, S.A. de C.V.

Parque de Software, Módulo A1, Circuito
Norte 100
Parque Industrial Zapotlan 2000
49000 Ciudad Guzmán, Jalisco
Mexico

Contact

Email: enjoy@otrs.com

Website: www.otrs.com