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System Administration Training



Innovative Technology Built Upon Yesterday's Values



System Administration Training

Course Overview

Cherwell Service Management software is amazingly simple to use and does not require expensive consultants or developers to implement, configure, and maintain. In just a few days, you will learn how to harness the power of Cherwell to perfectly model your company's business and ITSM processes.

Learn how to:

- Navigate the Cherwell system and its basic system requirements
- Design and configure Cherwell Service Management to support your company's business processes
- Create business rules and workflows to: escalate issues, modify call records, or carry out predefined actions
- Customize the event monitor to create and modify objects based on email content
- Monitor and maintain system security
- Utilize the built-in system maintenance tools to manage your system

Who Should Attend

- System Administrators who will be responsible for managing, maintaining, and configuring Cherwell Service Management
- Technical staff who will be involved in implementing Cherwell Service Management
- Team members who want to utilize the intuitive WYSIWYG development environment to create additional, fully-integrated business applications.

Course Prices

Classroom: Group training is offered at Cherwell's Colorado Springs training facility as well as online via Cherwell's virtual classroom (coming 2012). Review the current course schedule at www.Cherwell.com for details.

Price: \$2,500 per person

On-site: A Cherwell instructor conducts the course at your company's site - saving your company staff travel time and expenses. Call 719.386.7000 for details.

Register

Call: 719.386.7000

Visit: www.cherwell.com/training

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Course Outline

Day One (9:00AM - 5:00PM)

Cherwell Service Management Review

It is essential to understand how the Cherwell Service Management system works. For this reason, you will learn the requirements to support the database and applications functionality, as well as the lifecycle for logging Incidents, Problems, Changes, etc.

Topics include:

- Basic system overview
- Creating incidents, tasks, and problems
- How to easily locate information
- Using queues
- Contact Manager, configuration items, and visualizer
- Creating and modifying dashboards
- Simple reports with the Report Wizard

Day Two (9:00AM - 5:00PM)

Configuration of Cherwell Service Management

This time is spent in instructor-led exercises and discussion of each area of the system that can be configured.

Topics include:

- Blueprints and system design
- Working with business objects
- Building and using expressions
- Using relationships
- Using tabbed forms to organize information

Day Three (9:00AM - 5:00PM)

Configuration of Cherwell Service Management - Continued

Topics include:

- Group Objects
- CMDB
- Linking to Microsoft® Active Directory and external sources
- Using One-Steps™ for automation
- Advanced Controls
- Themes

Email Event Monitor

The Cherwell Event Monitor is used to automatically monitor conditions from an email. Learn how to enhance the event monitor definition to accept incoming emails. The module can then create and modify objects based on email content.

Topics include:

- Set up email accounts
- Monitor an email address
- Threshold Events

Cherwell System Administration

This unit provides an overview of the application security and how to maintain the application.

Topics include:

- Security Setup
- Knowledge Management Setup
- Scheduler
- Database Utilities

Day Four (9:00AM to 5:00PM)

E-mail Integration

Cherwell has several integration points with e-mail. Learn how to interact with messaging at a user level and for automation.

Topics include:

- E-mail and event monitoring
- Outlook integration

Business Process Server

The Cherwell Business Process Server is used to monitor and act on conditions in your system. You will learn applications for the business rules and review and create sample rules.

Topics include:

- Working with a business process blueprint
- Enabling or disabling existing business rules
- Simple action/events
- Time-based events with the visual workflow editor
- Threshold events

Scheduling Service

The scheduling service can automate activity in your system based on a schedule. You will learn how to:

- Review available actions
- Schedule an action

Server Manager

Review of the options available.

- Cherwell application server
- Business process server
- Scheduling server
- E-mail and event monitoring server
- Configuration scheduling server

Knowledge Management

Cherwell supports federated knowledge base, allowing you to incorporate various knowledge sources.

Topics include:

- Setting up knowledge sources
- Configuring knowledge mapping
- Searching the knowledge base

Day Five (9:00AM to 12:00PM)

System Administration

- Security (Groups, Roles and Teams)
- Database Functions (Exporting, Backups, Database Maintenance)
- Other System Settings

Browser Applications

Cherwell has several browser-based options, learn which are best suited for your business requirements.

Topics include:

- Self-service
- Technician
- Web Forms
- Mobile Applications