



# HP OpenView Service Desk Product Training



## **FUNCTIONS & FEATURES SUPPORTING QUALITY IT SERVICES**

### Course Objective

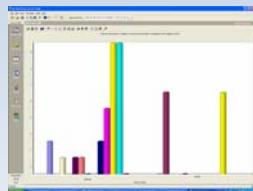
The HP OpenView Service Desk 5.0 Product training course prepares every participant for deploying HP's IT Service Management solution.

This course focuses on all functional capabilities of the HP OpenView Service Desk 5.0 product and explains how to maximize both efficiency and effectiveness of its capabilities in support of your IT Service Management endeavors.

For end-users of the HP OpenView Service Desk 5.0 product training course provides practical knowledge about how to use the tool on a daily basis in support of your operational and management needs.

For system or application administrators of the HP OpenView Service Desk 5.0 product training course provides practical knowledge regarding its system administrator capabilities to maintain the tool on a daily basis.

Participants of the course benefit from the trainers' multiple years of experience implementing HP's tool solution. InterProm USA has implemented HP OpenView Service Desk for more than a decade and was the first to implement it in the US.



### Prerequisites

- A basic level of understanding of ITIL's best practices is highly recommended. During the course some basic principles of ITIL® will be addressed as a refresher.

### Target Audience

- All (future) HP OpenView Service Desk end-users such as
  - Helpdesk, Service Desk and support employees
  - Configuration, Change and Service Management employees
  - IT Operations employees such as Network operators, Systems and Database administrators, and Desktop management employees
  - IT/IS Management
- All (future) HP OpenView Service Desk system/application administrators

### Curriculum

#### End-users will learn the functional capabilities of the:

- Service Call feature
- Incident Management feature
- Problem Management feature
- Configuration Management feature
- Change Management feature
- Work Order Management feature
- Project Management feature
- Maintenance Contract feature
- Service Level Management feature
- Rule Manager feature
- Reporting feature

#### Administrators will learn in addition the product's capabilities for doing:

- Customizations
- Organization Management
- Person Management
- Data Exchange and Integrations
- Authorizations Management
- Day-to-Day Application Management

Upon your request and at an additional charge the course can be customized to better reflect and represent your specific situation, for example with customized forms, views, and templates.

### Duration and Location

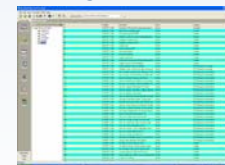
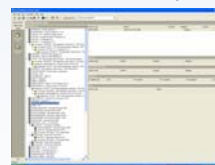
- 4 hours for each target audience group at one when conducted in a demo-like setting with no hands-on training exercises.
- 1-, 2- or 3-days for each target audience group onsite when conducted with hands-on training exercises. Additional setup time at consulting rates will be added to the course fees.

### Course Schedule and Fees

- **Onsite Course Fees:** Please contact us for a competitive fixed-price quote.

### Price includes

- Full color copies of the training material



### Why InterProm USA?

- We use our own HP OpenView Service Desk certified instructors that are also ITIL Service Manager certified.