

SolarWinds Service Desk

Advanced Training Series

Training Course Outline

SD provides a simplified ITSM solution, designed to empower you to provide exceptional services in more personal and proactive ways.

Course Summary

The purpose of this course is to inform IT helpdesk managers and technicians about the architecture, system requirements, installation, and configuration of SolarWinds® Service Desk.

Modules:

- SD Overview
- Defining Network and System Requirements
- Setup and Advanced Configuration
- Implementing SolarWinds Service Desk
- Understanding SolarWinds Licensing
- Navigation of SolarWinds Service Desk
- Working with SolarWinds Service Desk
- Business Case Scenarios

Duration

5 Days

Recommended Audience

IT Professionals

Course syllabus

See below.

Courseware and certificate

Delegates receive:

- A course syllabus for the training session.
- An e-certificate confirming completion of the course.

Method of delivery

Instructor-led

Dates and Price

For dates and pricing see www.adeptec.com/training.

Post-Training Support

Following the training, delegates are entitled to 7 days of email support from their trainer to help with any post-course issues.

General Information

Adeptec is a SolarWinds® Authorized Partner.

Training courses are provided by a SolarWinds® Certified Professional (SCP) with extensive industry expertise.

