

Public Training Schedule

Service Manager - Australia - Q3



VMware offers an extensive range of training courses designed to increase staff competency and productivity. The majority of Service Manager training courses are only one day in duration and targets core areas in Service Manager whilst minimising time away from the office. The courses are available at our Learning Centres in Melbourne and Sydney.

Course Details and Dates

The following courses are available:

Service Desk Operator – On completion of this course, students will be able to log, manage and control calls using Service Manager Service Desk.

Duration: 1 day
Dates: 12 July (Sydney) 21 June (Melbourne)
6 September (Sydney) 26 August (Melbourne)

Service Desk Administration - On completion of this course, students will be able to configure and maintain the Service Manager Service Desk. It is recommended that Service Desk Operator training be completed prior to attending this course.

Duration: 1 day
Dates: 13 July (Sydney) 22 June (Melbourne)
7 September 27 August (Melbourne)

Workflow Template Design - This one day course focuses on the creation of the templates from which all requests for change are generated. This full day course covers the complete workflow palette, thereby allowing change managers to create workflow templates for any process in their organization.

Duration: 1 day
Dates: 19 July (Sydney) 15 July (Melbourne)
9 September (Sydney) 23 September (Melbourne)

Workflow Administration – On completion of this course, students will be able to configure and maintain Service Manager Workflow Management. It is recommended that Managing Requests and Tasks training be completed prior to attending this course.

Duration: 1 day
Dates: 20 July (Sydney) 16 July (Melbourne)
10 September (Sydney) 24 September (Melbourne)

Report Designer - This technical one day course will provide the foundation for building basic reports using the report builder tool.

Duration: 1 day
Dates: 9 August (Sydney) 24 June (Melbourne)
13 September (Sydney)



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To view our course outlines or for more information and any pre-requisites please go to www.infra.com.au/services/training.asp

Course Prices

Prices are quoted in AUD and training units.

■ One Day Courses

\$ / student	Training Units / student
1,050	3

5% discount when purchasing 30+ training units.

9% discount when purchasing 100+ training units

To book places on one or more courses, please contact your VMware Sales Representative, or email ServiceManager.Training@vmware.com