



Enterprise Service Support System (ES³)

Course Catalog

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Roles/Courses

Course	User
Core	All users
Incident Management	Group Managers (Service Desk, Site Support, Application, etc.)
Problem Management	Group Managers (Service Desk, Site Support, Application, etc.)
Change Management	CI Librarians and anyone who submits a Change
CMDB	CI Librarians
Asset/Contract Management	Asset Management Team, TSSC, and Contract Manager
Advanced Reporting	Product Owners and Incident Management Power Users

Core Class

(4 Hours)

This is the introductory course and is required for everyone. It is a prerequisite to all other courses.

Topics to be covered include:

- Navigation
- Searching
- Data Views
- Basic Reporting
- Knowledge Base
- Asset Management Overview
- Change Management Overview
- CMDB Overview
- Overview of Incident/Problem Management
 - Creating an Incident
 - Search/Work an Existing Incident
 - Resolving an Incident
 - Service Catalog Fulfillment

Incident Management

(2 hours)

This course is required for those tasked with managing incidents within the system.

Topics to be covered include:

- Queue Management
- Advanced Searching
- Template and Quick Message Usage / Management
- SLA Management
- Service Catalog Requests (Tracking Workflow/Reporting)
- Customer Satisfaction Surveys
- Customer Satisfaction Survey Follow-Up

Problem Management

(1 hour)

This course is required for those tasked with the management of problems within the system.

Topics to be covered include:

- Creating a Problem
- Search/Work an Existing Problem
- Utilizing Workarounds
- Creating Problem Tasks / Actions
- Root Cause Analysis
- Resolving a Problem

Change Management

(2.5 hours)

This course is required for Change Approvers and all users who would request a Change including Service Desk and End User Support Staff.

Topics to be covered include:

- Creating a Change (Entire lifecycle of a Change Request)
- Routine Change
- Emergency Change
- Relating Records (Projects, Incidents etc.)
- Adding Tasks to a Change
- Resolving Tasks
- Change Approval Gates
- Approving a Change
- Change Post Verification Review
- Closing a Change
- Resetting Approvals
- Creating Personal Change/Task Templates
- Forward Schedule of Change
- Change Overview Page

Configuration Management Database - CMDB (1.5 hours)

This course is required for those tasked with configuration management duties.

Topics to be covered include:

- o CI vs. Asset
- o Contents of the CMDB
- o Organization of the CMDB
- o Discovering the CMDB
- o Searching the CMDB
- o Submitting Requests (Incident or Change) to:
 - Creating CIs
 - Replacing Items in the CMDB
 - Updating CI Attributes
 - Maintaining CI Relationships

Asset/Contract Management

(2 hours)

This course is required for those tasked with entering or modifying assets and contracts within the system.

Topics to be covered include:

- Asset
 - Organization of Assets
 - CI vs. Asset
 - Asset Discovery
 - Searching for Assets
 - Asset Management Roles
 - Add an Asset
 - Asset States
 - Stockrooms
 - Change an Asset Attribute
 - Disposing of an Asset
- Contract
 - Add a Contract
 - Contract Expiration and Notifications
 - Change a Contract Attribute
 - Delete a Contract

Advanced Reporting

(2 hours)

This course is required for anyone desiring to create custom reports and to execute ad hoc reports.

Topics to be covered include:

- o Reporting Roles
- o Advanced Searching
- o Dot Walking
- o Exporting Data
- o Creating a Custom Report
- o Saving a Custom Report
- o Scheduling a Report
- o Printing a Custom Report
- o Dashboard Gauges
- o Customizing Dashboards
- o Creating New Dashboards