opentext™ Fast Lane

Service Management Automation X Essentials for Configuration and Asset Managers (SMAX220-2021)

ID SMAX220-2021 **Price** 1,600.— €(excl. tax) **Duration** 2 days

Important notes for the booking of Open Text trainings

Please note that prepayment is required for participation in an Open Text training course. Participation in a training course is possible for 12 months after booking the course. Cancellations are excluded. For further information, please refer to **our** General Terms and Conditions.

Course Content

This course covers how a configuration and asset manager uses the Service Management Automation X (SMAX) agent interface to obtain and maintain current information about business services and devices used in tracking defects, change requests, and problems. SMAX is a new suite designed to simplify the way businesses manage their IT services and assets. It uses the Information Technology Infrastructure Library (ITIL)-compliant IT processes with embedded machine learning and contextual analytics.

You are a service asset and configuration manager who wants to describe the services and all its components, collect current information about a new Online Book Store business service to close defects, fulfill change requests, and solve problems as well as manage contracts with the vendors. This course helps you to create, handle, and track these individual assets that support your business services. You are new to SMAX.

This course is applicable for SMAX 2021.02, 2021.05, and 2021.11 versions. The slides and student guides are of the 2019.05 version but are still compatible with the 2021 lab, and the lab guide is for the 2021.11 version of SMAX.

About Fast Lane

Fast Lane is a global, award-winning specialist in technology and business training as well as consulting services for digital transformation. As the only global partner of the three cloud hyperscalers- Microsoft, AWS and Google- and partner of 30 other leading IT vendors, Fast Lane offers qualification solutions and professional services that can be scaled as needed. More than 4,000 experienced Fast Lane professionals train and advise customers in organizations of all sizes in 90 countries worldwide in the areas of cloud, artificial intelligence, cyber security, software development, wireless and mobility, modern workplace, as well as management and leadership skills, IT and project management.

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