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Fast Lane

SMAX administration for Suite Administrators (SMAX320)

ID SMAX320   **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 Overview

This course covers how a suite administrator will use Service Management Automation X (SMAX) to perform administrative tasks related to Service Management automation in the Suite Administration application. 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 suite administrator who wants to perform administration tasks for the Service Management Automation suite. You want to set up SMAX from configuring an email server to creating or importing a customer, account, user, license, license pools, and tenant. You will add the created users to the account, licenses to the license pools, assign a license to the tenant, and deploy the tenant. You also configure suite level settings in Configurations, including security, email, and integration, view the operation history, and configure access control. From configuring, creating, importing, assigning, adding, managing, administering, and analyzing these suite administrative operations, you will learn how SMAX helps in this and future situations. You are new to SMAX.

This course is applicable for SMAX 2018.02, 2018.05, 2018.08, 2018.11, 2019.02 and 2019.05 versions. However, the hands-on lab exercises in this course use SMAX 2019.05.

Who should attend

This course is intended for Suite Administrators.

Prerequisites

To be successful in this course, you should have the following prerequisites or knowledge:

- Familiarity with different roles in an IT service management environment
- Familiarity with different flavors of the user interfaces provided by SMAX
- Familiarity with different versions of the SMAX available

Course Objectives

- Describe suite administration
- Configure a mail server
- Create a customer
- Create and edit an account
- Add a user to the account
- Create a trial license
- Create a license pool and add a license to the pool
- Create a tenant, assign a license, and deploy the tenant
- Export and import the tenants
- Clone a tenant
- Setup a multi-tenant environment
- Configure LW-SSO and view LDAP settings
- Manage Smart Analytics at the suite level
- Set intervals for IDOL based search and define License Expiration Notification

Course Content

Lesson 1: Course Overview

- Introduce the course overview, agenda, and logistics
- List the available SMAX courses
- Launch the Digital Learning course
- Access the lab environment

Lesson 2: Mail Server Configuration

- Explain the administrative tasks
- Explore the suite administration application
- Explain back office
- Explain the mail server
- Explain about SMTP and EWS

- Configure an email service

Lesson 3: Customer, Account, and User Management

- Access the customer, account, and user area in the back officer portal
- Create a new customer
- Create and manage a new account
- Add users to the account with the required features and settings

Lesson 4: License Management

- Access the license and license pool area in the back office portal
- Creating a trial license
- Create a license pool and add it to the license

Lesson 5: Tenant Administration

- Navigate the tenant management area
- Explain different types of tenants – Production, DEV, Internal, Trial
- Create a tenant
- Assign a license to the tenant
- Deploy the tenant
- Export a tenant
- Import a tenant
- Clone a tenant
- Explain about the multi-tenant environment

Lesson 6: Configuration Management

- Access the Configuration area
- Explain about Single sign-on
- View the Lightweight Direct Access Protocol (LDAP) settings for configuration management system
- Manage smart analytics at the suite level
- Explain IDOL (Intelligent Data Operating Layer)
- Set intervals for IDOL bases search
- Define license expiration notifications duration

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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