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Ivanti Neurons training : IT Service Management Software

2 days (14 hours)

Presentation

Our Ivanti Neurons training course will introduce you to this next-generation IT service management solution, enabling you to explore the many facets of IT operations management and optimization in a secure, controlled and automated way.

Ivanti Neurons offers a wide range of functionalities: from user management to intelligent IT process automation, proactive incident, problem and change management, as well as security and data governance.

During this training course, you will gain experience in securing your environments, mastering the configuration and administration of the platform, and exploiting the advanced features such as automation, asset management (CMDB) and self-healing capabilities offered by Neurons.

Discover how to integrate Ivanti Neurons into your ecosystem to automate your workflows, eliminate costly manual processes and gain in efficiency, compliance and security.

As with all our training courses, this Ivanti Service Desk program will highlight the latest advances in this solution, ensuring you are up to date with the tool's new features.

Objectives

- Gain experience in using Ivanti Neurons.
- Develop advanced skills in incident, problem and change management.
- Master the fundamentals of ITSM with Neurons.
- Exploit automation, reporting and asset management functionalities.

- Implement continuous improvement strategies to ensure optimum use of the platform.

Target audience

- System administrators
- IT professionals

Prerequisites

- Basic computer skills
- Basic system configuration skills

Ivanti Neurons training program

[Day 1 - Morning]

Introduction

- Introduction to Ivanti Service Desk technology and transition to Ivanti Neurons
  - Overview of Ivanti's history and development Positioning of Neurons in the range
  - Major differences between the old version ("Service Desk") and Neurons: cloud/hybrid architecture
    cloud/hybrid, no-code/low-code, agents, analytics
- IT service management fundamentals
  - ITIL concepts / certified practices in Neurons.
  - Role of the unified platform and its services: visibility, security, integration

Configuration and customization

- Form and field customization
  - Detailed guide to form customization
  - Adding and modifying fields to meet specific needs
- No-code/low-code personalization: form creation/modification, workflows, simple integrations
- Access rights management
  - User/access/role management in Neurons
- Basic configuration: system settings, user preferences, approvals

[Day 1 - Afternoon]

Incident management

- Creating and managing incident tickets
  - Workflow for rapid incident resolution
  - Incident ticket creation process
  - requests in Neurons: prioritization, allocation, SLAs
- Analysis of incident trends
  - Use of analytical tools to identify recurring trends
  - Implementation of preventive measures based on incident analysis
- Prioritization and allocation of incidents
  - Efficient allocation of incidents to appropriate parties
  - Methods for prioritizing incidents according to their impact

[Day 2 - Morning]

Problem and change management

- Change process in Neurons: approval, planning, impact monitoring, integration with CMDB.
- Change and impact tracking
  - Post-implementation impact assessment
  - Real-time change tracking tools
- Problem identification and resolution
  - Structured resolution to minimize impact on operations
  - Proactive problem detection methods

[Day 2 - Afternoon]

Reporting and continuous improvement

- Continuous improvement strategies
- Creation of customized reports
- Relevant metrics: satisfaction, resolution time, first-time resolution rate
- Role-based dashboards in Neurons to monitor SLAs, service level agreements and performance

Companies concerned

This course is aimed at both individuals and companies, large or small, wishing to train their teams in a new advanced IT technology, or to acquire specific business knowledge or modern methods.

Positioning on entry to training

Positioning at the start of training complies with Qualiopi quality criteria. As soon as registration is confirmed, the learner receives a self-assessment questionnaire enabling us to

assess the learner's estimated level of proficiency in different types of technology, as well as his or her expectations and personal objectives for the training to come, within the limits imposed by the selected format. This questionnaire also enables us to anticipate any connection or security difficulties within the company (intra-company or virtual classroom) which could be problematic for the follow-up and smooth running of the training session.

Teaching methods

Practical course: 60% Practical, 40% Theory. Training material distributed in digital format to all participants.

Organization

The course alternates theoretical input from the trainer, supported by examples, with brainstorming sessions and group work.

Validation

At the end of the session, a multiple-choice questionnaire verifies the correct acquisition of skills.

Certification

A certificate will be awarded to each trainee who has completed the entire course.