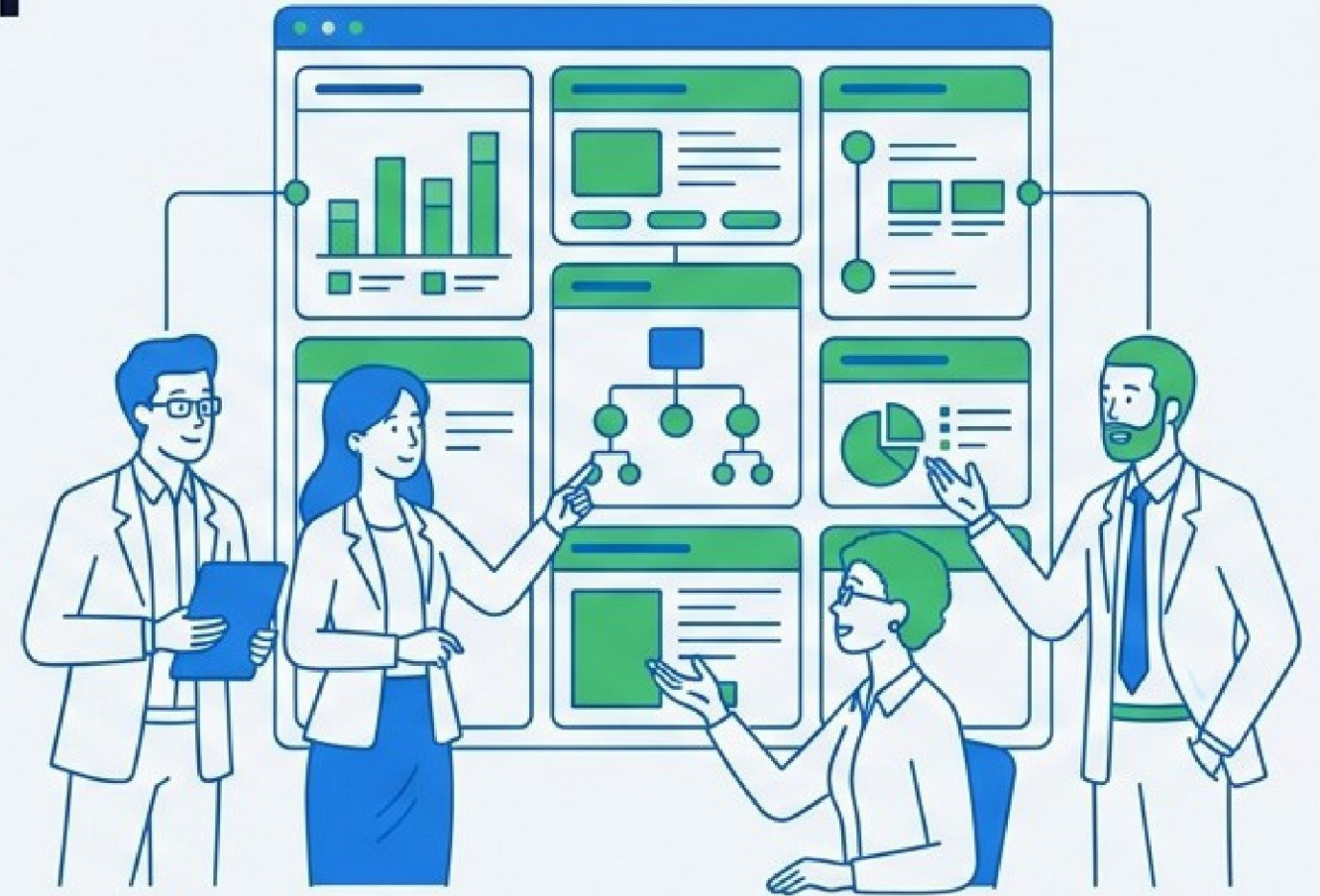


Ivanti - Service Manager Administration Corporate Training

Drive Team Excellence With
Expert-Led Learning



The Capability Activation Curve



Traditional Operations

Manual Handling
Inefficient Information
Technology Resources
System Disruptions



Edstellar Expert-Led Training

Customized Workflows
Hands-On Simulations
Global Delivery



Streamlined Service Delivery

Optimized Platform
Operations
Minimized Downtime
Enhanced Data Integrity

Executive Program Summary



24 To 32 Hours

Comprehensive Duration



Instructor-Led

Interactive Group Training



Virtual, On-Site, Off-Site

Flexible Delivery Modalities



10,000 Plus Trainers

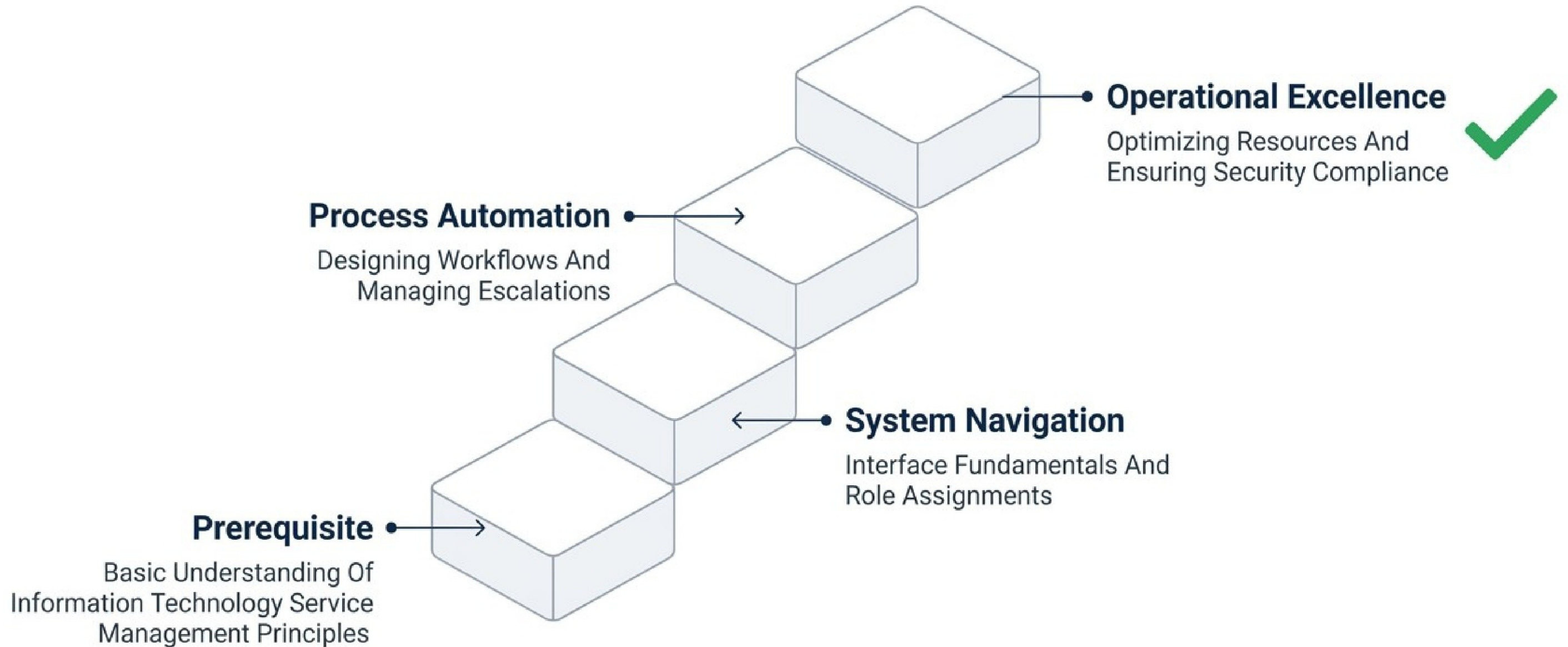
Global Industry Experts



Course Certificate

Verified Professional Mastery

The Path To Platform Mastery



Structured Learning Phases

Foundation And Dashboards

Introduction, Dashboards, Searching And Reporting

Mastering interface configuration and data visualization.



Workflows And Service Levels

Workflows, Service Level Management, Templates

Automating processes and managing escalation protocols.

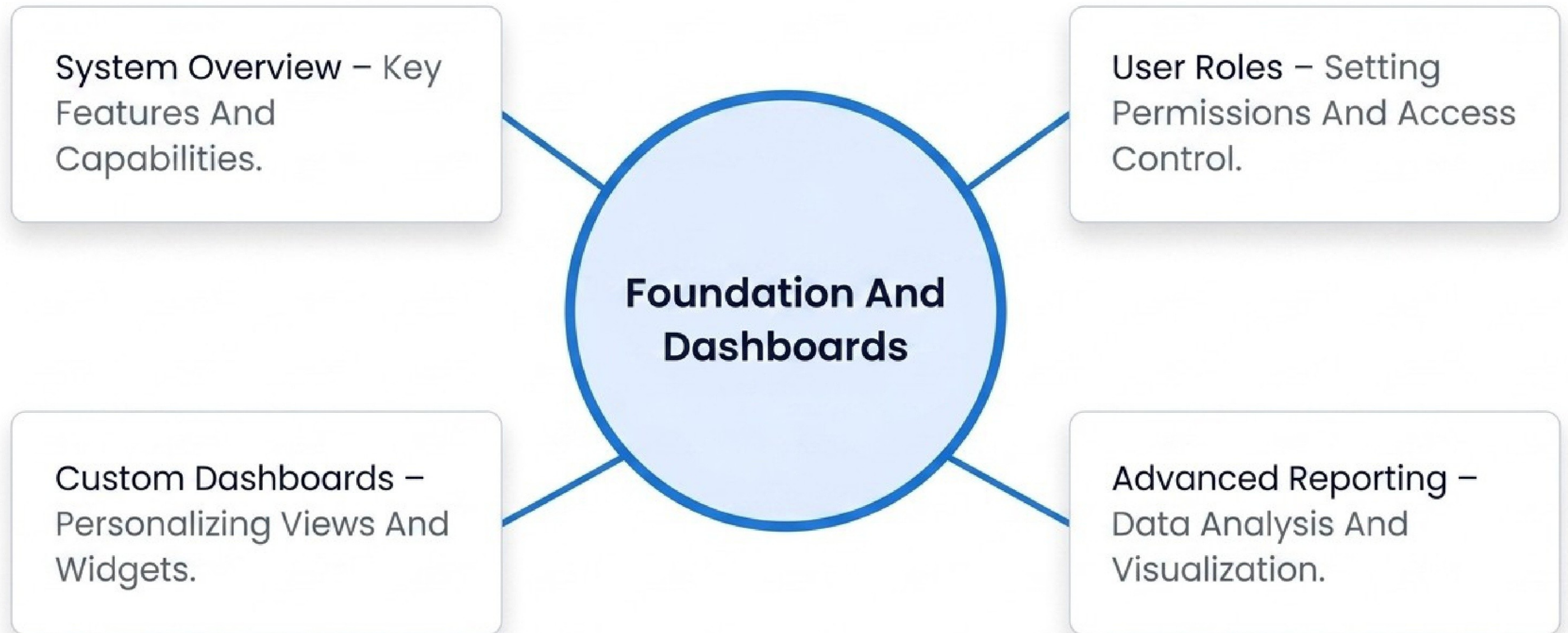


Service Provisioning

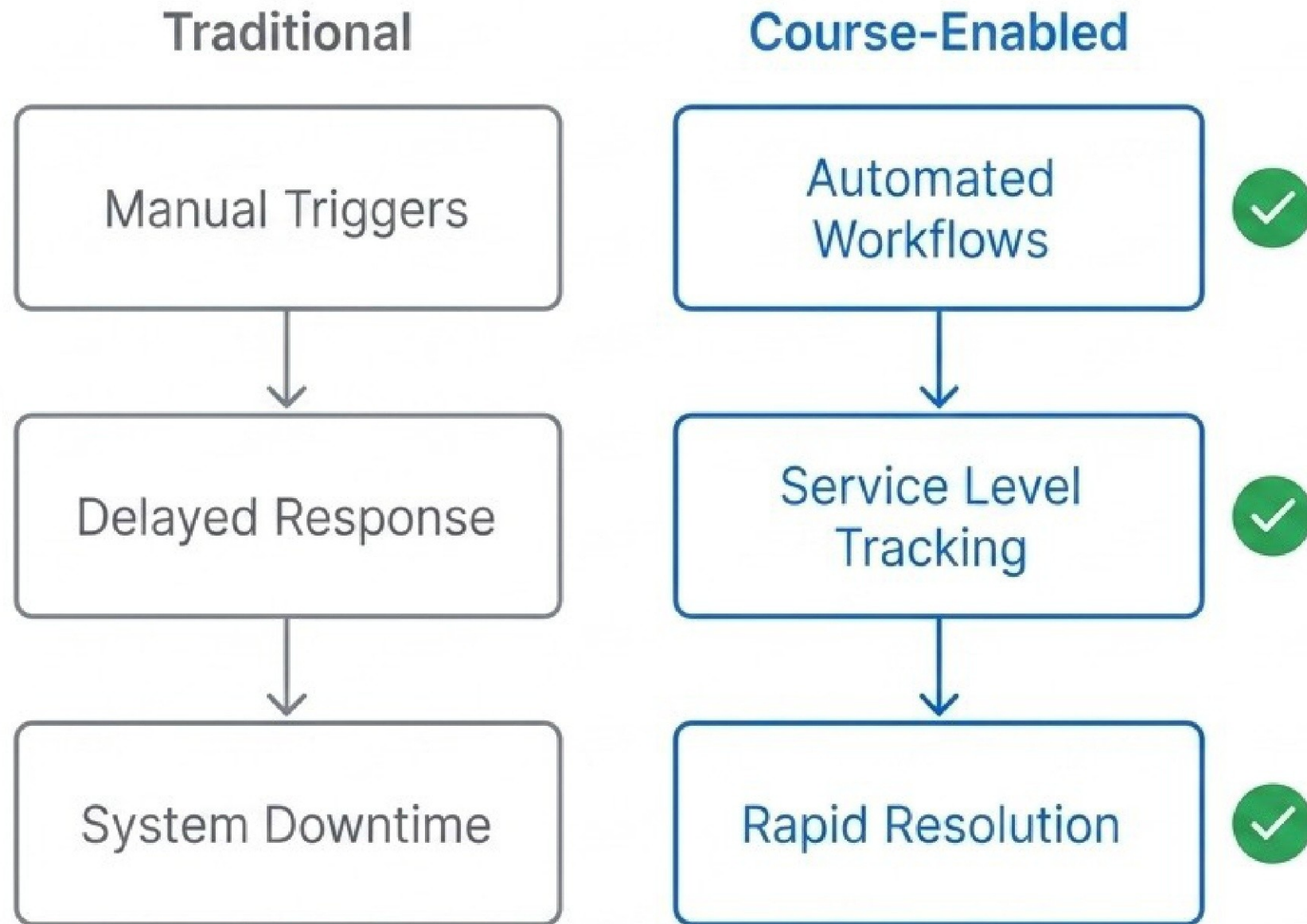
Self-Service Portals, Request Offerings, Service Catalogs

Designing catalogs and driving end-user adoption.

Phase One Foundation And Data Visualization



Phase Two Process Automation Engineering



1. Designing Workflows

2. Automating Processes

3. Setting Service Level Agreements

4. Managing Escalations

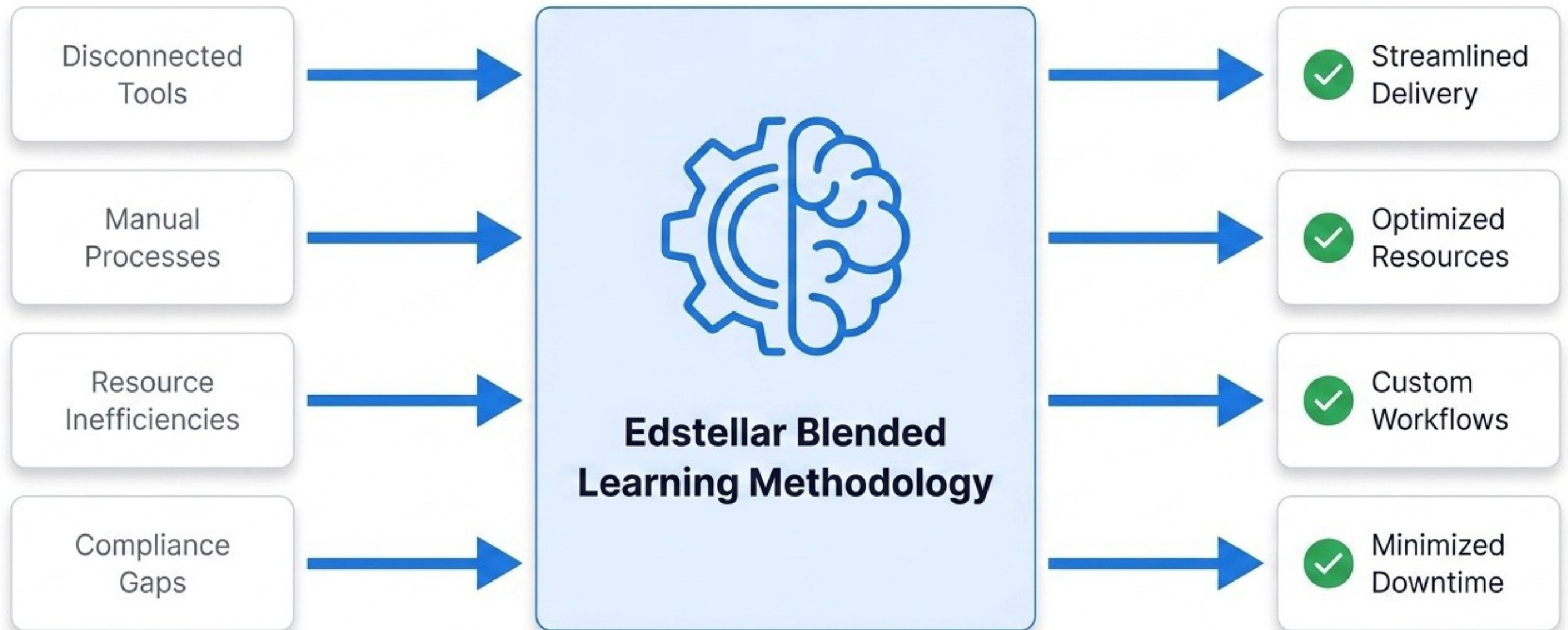
Phase Three Enterprise Service Provisioning



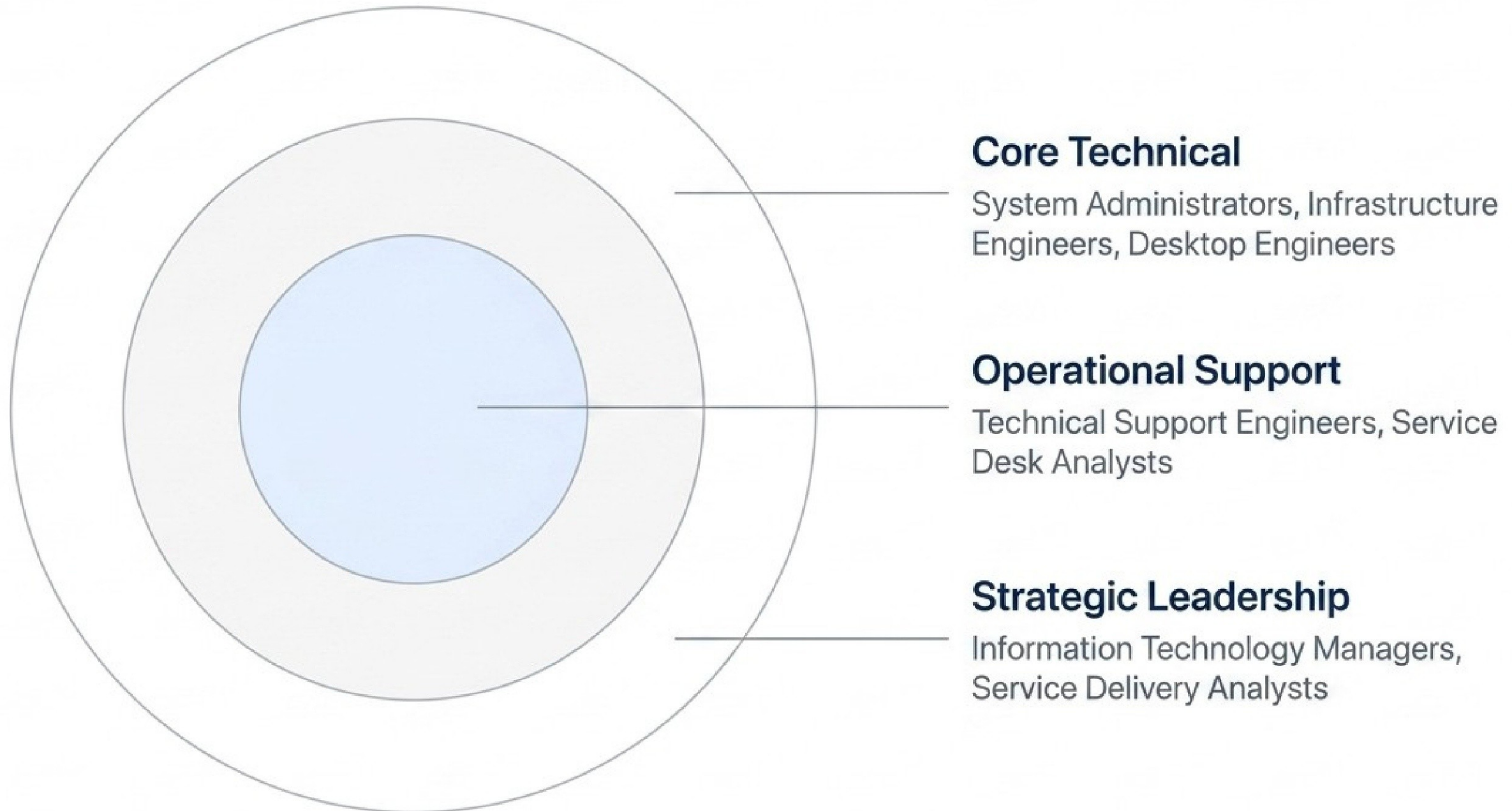
Capability And Outcome Alignment

Core Skill	Target Roles	Business Outcome
Incident Management	Technical Support Engineers	Minimized Disruption And System Reliability
Change Management	Leadership And Project Managers	Smooth Adaptations And Reduced Resistance
Configuration Management	Information Technology Administrators	Enhanced Security And Reduced Downtime

Return On Investment Transformation Engine



Target Audience Alignment



Flexible Enterprise Delivery Architecture



Live Virtual Training

Global Reach Across
Locations

Scale For Large Groups

Interactive Digital Tools



On-Site Face To Face

Tailored Workplace
Environment

Direct Team Collaboration

Hands-On Process
Demonstration



Off-Site Face To Face

Distraction-Free Immersion

Dedicated Learning
Schedule

Enhanced Team Bonding

Proof of Impact

“The Ivanti - Service Manager Administration training provided me with comprehensive capabilities that elevated my expertise. I now handle complex technical scenarios with enhanced confidence and systematic efficiency.”

Omar Marshall

Information Technology Service Management Administrator

Digital Innovation Platform

Worldwide Delivery Capability



100 Plus Countries

Global Delivery Network

10 Plus Languages

Including English, Spanish, Mandarin,
German, And More.

Activate Your Enterprise Capabilities



Empower Your Team
With Recognized Validation

Ready To Transform Your Information Technology Operations?

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