

## **Service Management using Tivoli Service Request Manager 7.1 Platform**

FAST-TRACK ONE DAY EXECUTIVE WORKSHOP

**Date:** April 16, 2010  
**Time:** 9:00 AM – 4:30 PM  
**Location:** Toronto, Ontario

**Date:** April 23, 2010  
**Time:** 9:00 AM – 4:30 PM  
**Location:** Mumbai, India

**Date:** April 30, 2010  
**Time:** 9:00 AM – 4:30 PM  
**Location:** Gurgaon, Ontario

### **INTRODUCTION**

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Customers who choose Tivoli® Service Request Manager 7.1 (TSRM) will realize substantial business value and return on their investment. This Fast Track Executive Workshop is designed to demonstrate the capabilities of Tivoli Service Request Manager. Participants will receive a hands-on experience with Tivoli Service Request Manager. This workshop highlights how Tivoli Service Request Manager can assist you to implement an Integrated Service Management and ITIL v3.

### **OBJECTIVE**

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The objective of this session is to validate the technical capabilities of Tivoli Service Request Manager in a hands-on environment. By the end of this session, attendees should be able to:

- Define Service Management, Service Support, Service Delivery, and Service Desk.
- List the processes that are a part of Service Support and Service Delivery.
- Give an overview of the Service Desk processes.
- Describe the features of IBM Tivoli Service Request Manager
- Identify the applications of IBM Tivoli Service Request Manager
- Create a Bulletin Board message for users and a specific target audience
- Define and list three types of tickets
- Describe the ticket lifecycle
- List attributes shared by all tickets
- List the actions that can be performed on all tickets

### **AUDIENCE**

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This session is specifically targeted for administrators and architects evaluating Tivoli Service Request Manager. No prerequisite knowledge of Tivoli Service Request Manager is required. However, it is recommended that participants have an understanding of their business needs and current IT technologies.

### **COST**

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This session is offered at the rate of \$ 750 per participant. Complimentary refreshments including continental breakfast and lunch will be provided. However, participants are responsible for their own business travel expenses.

### **SCHEDULE**

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For your convenience, registration and continental breakfast will begin at 8:30 AM. The session will start at 9:00 AM and end at approximately 4:30 PM.

### **CONTACT FOR INFORMATION**

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To enroll in this workshop, please contact at [training@zenfocus.com](mailto:training@zenfocus.com).

