

Summer School 2024

	Training name	Duration	Dates	Price per person
SMAX-CFG1	SMAX Configuration Part 1	4 days	30.07.-02.08.2024	€ 3,000
SMAX-CFG2	SMAX Configuration Part 2	3 days	05.08.-07.08.2024	€ 2,250
SMAX-SACM	Native SACM Configuration	2 days	08.08.-09.08.2024	€ 1,500
Content & Process Development				
CCF-SAUTO	Concepts, Components & Functions of ...	2 days	02.09.-03.09.2024	€ 1,500
SMAX-APP	Design and Implement your own ITSM or ESM App with SMAX	3 days	04.09.-06.09.2024	€ 2,250
SMAX-OO	Design OO-Flows for and OO-Flows from SMAX	2 days	09.09.-10.09.2024	€ 1,500
SMAX-FTO	Fast Track to Offerings	3 days	11.09.-13.09.2024	€ 2,250
OO-FT	Fast Track to Operations Orchestration	5 days	12.08.-16.08.2024	€ 3,750

SMAX-CFG1 SMAX Configuration Part 1

Starting from a new tenant, the individual steps for configuration are carried out practically. From the adaptation of the so-called "master data" information, such as locations and language selection, the display and settings of the service portal, and the management of the users (administrators, service desk agents, support engineers, end users and integration users), over the offerings and service catalogues with their components, to the configuration of the modules what can be configured so that users can log in and use the product SMAX. This also includes an introduction to the so-called "Expression Language" to be able to fully use the relational data model.

Objectives: After attending this training, the students will:

- be able to use Agent Interface and Service Portal
- know Expression Language
- be able to configure selected processes: Master Data, Fields & Forms, Data Security Management, Service Catalogue Management, Offerings, Fulfilment Plans, Approvals, Tasks, Time Period Management, Service Desk (Request Management), Incident Management, Problem Management, Knowledge Management, Survey Management, Service Level Management, Contract Management

Prerequisites: Before attending to this training, the students should:

- have attended training "SMAX-FTA" or training "SMAX-I4A" or similar*

- know the current and expected requirements of their environment
- know the current and expected boundary conditions of their environment
- would benefit from having attended training "SMAX-PO" themselves or know the results/conclusions of attendees of that training
- know the principles and basic ideas of ITIL

*See last 2 pages for reference

SMAX-CFG2 SMAX Configuration Part 2

Based on the configuration of a tenant as after the training "SMAX-CFG1" this training covers how further modules can be configured.

Objectives: After attending this training, the students will:

- be able to configure selected processes: Change Management, Release Management, Idea and Proposal Management, Application Portfolio Management, Project and Program Management, Software Asset Management, Procurement Management, Financial Management, Cloud Operations Management, Package Management
- be able to transfer configuration from development tenant to test and production tenant using "Dev2Prod"
- know how to use Package Management

Prerequisites: Before attending to this training, the students should:

- have attended to training "SMAX-CFG1" or similar

SMAX-SACM Native SACM Configuration

SMAX can share Configuration Item Types (CITs), Configuration Items (CIs) and their relations with a Universal CMDB (UCMDB) and, as "Native SACM", simplify the entire administration of it. This training provides SMAX administrators with the necessary knowledge and the required work steps.

Objectives: After attending this training, the students will:

- know basics and tasks of UCMDB
- know which tasks are performed in UCMDB and which in SMAX
- be able to operate the UCMDB local client and CMS-UI
- be able to integrate UCMDB with SMAX
- be able to enable Native SACM in SMAX
- know Software Asset Management in SMAX

Prerequisites: Before attending to this training, the students should:

- have attended training "SMAX-CFG1"
- know ITIL ideas and concepts about Configuration Management
- know their environment and understand their processes
- know the results and their requirements from training "SMAX-PO"*

*See last 2 pages for reference

CCF-SAUTO Concepts, Components & Functions of ...

OpenText SMAX is a very flexible tool: You can start with an "out of the box" implementation and then gradually automate your processes during operation. During these two days, automation options and the necessary tools will be presented. SMAX is suitable for both "IT Service Management" (ITSM) and "Enterprise Service Management" (ESM). The applications for both can then be started in the Service Portal with a single click. The aim of the seminar is to use examples to show what is possible. Further seminars will teach how this can be implemented.

Objectives: After attending this training, the students will:

- know the architecture of the "containerized suite" SMAX and potential automation tools by OpenText
- know the data model used by SMAX out of the box
- understand how additional tables are created and used
- have a basic understanding of the "Expression Language" used within SMAX
- understand how processes work in SMAX, including approvals and task plans
- know how models and fulfillment plans can be used for automation
- know how Opentext Operations Orchestration can be used for Automation

Prerequisites: Before attending to this training, the students should:

- understand ITIL Service Management – ideas and concepts
- know their environment and the requirements for their (future) SMAX solution
- know their processes and the requirements for their (future) SMAX solution

SMAX-APP Design and Implement your own ITSM or ESM App with SMAX

This training is for SMAX developers who want to create their own "apps" within SMAX. All steps to design, implement, and package an "app" are covered, including creating data tables, forms, and workflows. Details how to use OO-Flows for SMAX are content of the training SMAX-OO.

Objectives: After attending this training, the students will:

- understand how to design their own app within SMAX
- know how to add new data table(s) or extend existing tables
- know how to add and maintain forms, processes/workflows, permissions
- know how to package/export and install/import the new app

Prerequisites: Before attending to this training, the students should:

- have attended training "SMAX-CFG1" or have similar knowledge

SMAX-OO Design OO-Flows for and OO-Flows from SMAX

This training is for OO developers who want to use OO-Flows from SMAX for automated tasks and Business Rules. This training covers both sides, calling OO-Flows from SMAX and authoring Flows with OO Studio and OO Workflow Designer, including how to pass data

between SMAX and OO. Prior experience in authoring flows with either OO Studio or OO Workflow Designer is absolutely necessary.

Objectives: After attending this training, the students will:

- understand how to use OO for automatic tasks
- be able to pass data from SMAX to OO and from OO to SMAX

Prerequisites: Before attending to this training, the students should:

- Attended training SMAX-CFG1 or have similar knowledge
- Attended an OO training e.g. OO-Q4D or have similar knowledge

SMAX-FTO Fast Track to Offerings

This private training is a “deep dive” for attendees of training SMAX-CFG1 for the processes starting with service catalogue over offerings and fulfilment plans to subscriptions. Included are approvals, manual and automatic tasks. For automatic tasks Operations Orchestration (OO) is used. Details how to use OO-Flows are content of the training SMAX-OO. This content needs to be tailored to your goals.

Objectives: After attending this training, the students will:

- have a deeper understanding of the dependencies between Service Catalogue, Categories, Service Definitions, Service Offerings, Support Offerings, Workflows, Approvals, Fulfilment Plans, Manual and Automatic Tasks
- know more details of Expression Language (EL)
- be able to make better use of EL to access and modify data
- know how to define offerings according to their needs
- know how to export and import offerings
- know how to use OO-Flows for Automatic Tasks

Prerequisites: Before attending to this training, the students should know:

- the principals and basic ideas of Service Management according to ITIL
- the current and future requirements and boundary conditions of their environment
- the current and future requirements and boundary conditions of their processes
- the outputs/results from the attendees of training SMAX-PO
- the basics of the Expression Language

Other courses for reference

SMAX-CCF Concepts, Components & Functions of SMAX

Concepts, Components & Functions of SMAX

This training is for those who want to know "what" is coming. e.g. Decision Makers, Architects, Project Managers, Technical managers, Process designers... An essential element of this course are the individual questions of the participants and the participant-specific answers. Those who want to know "how" details work will find suitable trainings in the following sections.

Objectives: After attending this training, the students will:

- know concepts, components, functions, and their interrelations
- know the possibilities of integrations with other systems
- know the terms and contexts of "containerization" (optional)
- experience SMAX in a live demonstration (on-premise)
- understand the future requirements for the operation
- know the possibilities of automation with SMAX

Prerequisites: Before attending to this training, the students should:

- understand ITIL Service Management – ideas and concepts
- know their environment and the requirements for their (future) SMAX solution

Please send us your questions about this course in advance.

SMAX-PO SMAX for Process Owners

Depending on your organization decisions regarding processes and/or services often are made by several persons. They need to understand the Out-of-the-Box processes of SMAX, and what can be configured to adapt these to your needs and conventions. The entirety of implementing processes is split into parts. The "planning part" is handled in this training. This should be attended to prior to start, so Process Owner know the Out-of-the-Box processes. If adaptations are required, they could be added by customer. With these adapted process descriptions, the implementation can start. These tasks can be done by an implementation team or by administrators or sometimes by the process owners. This "adaption part" is content of the SMAX-CFG1 and SMAX-CFG2 training. Private trainings are tailored to your organization by audiences and with more processes, e.g. Service Asset and Configuration Management, Vendor and Brand Management.

Objectives: After attending this training, the students will:

- know how to navigate the User Interfaces "Agent Interface" and "Service Portal"
- know and understand Out-of-the-Box behaviour and dependencies of processes
- know selected "Out-of-the-Box" processes like Request Management, Service Catalogue, Fulfilment Plans, Knowledge Management, Incident Management, Problem Management, Change Management
- know the options and consequences to configure these

- know how to improve different processes, e.g. enforce compliance with your enterprise policies.
- know the basics of Service Level Management (SLM) and its influence

Prerequisites: Before attending to this training, the students should:

- know their existing Service Management environment
- know their desired improvements

SMAX-I4A Introduction for SMAX Administrators (SaaS only)

This training is intended for SMAX administrators in SaaS environments or for those who configure SMAX. It is a prerequisite for "SMAX-CFG1" and the following trainings.

Objectives: After attending this training, the students will:

- have an overview about the architecture according to their duties
- know nomenclature of SMAX
- have an basic understanding of the product
- know the standard modules and user interfaces for service desk agents, support engineers and tenant administrators
- experience SMAX in a live environment (on-premise is used for demonstrations)
- know the terms and contexts of "containerization" (optional)
- know the requirements for operation

Prerequisites: Before attending to this training, the students should:

- understand ITIL Service Management – ideas and concepts
- have experience in administration of web-based applications