

Micro Focus Service Management Automation X (SMA) X Training Roadmap, Schedule, and Audiences

	Explore SMA	Design SMA		Run SMA				USE SMA	
	CCF-SMA	PlmpSMA	SMA4ESM	Linux4CDF	CDF-SMA	SMA-ADM	PGS-SMA	SMA-USE	SMA-STU
Decision Maker	X	H	H						
Solution Architect	X	X	X		H	H		H	H
Project Manager	X	X	X					H	H
Technical Manager	X	X	X	H	H	H		X	H
Administrator				H	X	D,X	H		H
Operation Crew				H	X	X	H	X	
Developer	H	X	X			H		X	X
Process Designer	H	X	X					X	X
Process Owner	H	X	X					X	X
Service Engineer	H	H						X	
User / Keyuser	H							D,X	

H = helpful

D = Digital Material available

X = recommended

Focus Days SMA	Release / Date 2019.02 / 2019.05 German	Release / Date 2019.02 / 2019.05 English	Release / Date 2019.05 / 2019.08 German
CCF-SMA	27.05.2019 (d)	01.07-2019 (e)	02.09 - 03.09.2019 (d)
PlmpSMA SMA4ESM		customized on demand customized on demand	
CDF-SMA SMA-ADM PGS-SMA	03.06.2019 (d) 24.06.2019 (d)	08.07.2019 (e) 22.07.2019 (e)	09.09 - 11.09.2019 (d) 23.09 - 27.09.2019 (d) 12-09 - 13.09.2019 (d)
SMA-USE SMA-STU			14.10 - 16.10.2019 (d) 17.10 - 18.10.2019 (d)

(d) = language is German

Further days of delivery may be scheduled on demand or as a private session.

Enrolling at ITOM-Academy & Training Information

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Enrolling at Micro Focus

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Training Location

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Zum Wartturm 1
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Highly productive tools boost performance with properly trained staff, only. Fast changing requirements call for optimizations. This curriculum offers trainings for several phases, like decision making, implementation of products, tailoring processes, maintenance of the tool, and continuous improvement.

Decision Maker:

You decide on the investment in Service Management and want to know concepts and consequences of using product/suite, benefits of usage, and changes ahead.

Solution Architekt:

You design the solution and want to know the concepts and consequences of the suite/products, the benefits of usage, and the changes ahead, the technical and organizational boundaries.

Projekt Manager:

You plan and manage the implementation of the solution and want to know the concepts and consequences of the suite/products, the technical and organizational needs, and some traps.

Technical Manager:

You manage the implementation of the solution and want to know the concepts and consequences of the suite/products, the technical and organizational needs, omit common traps, and understand some important technical details.

Administrator:

You administer the solution and want to know the concepts and integrations of the suite/products, common traps, and need to understand the technical details.

Operation Crew:

You run/operate the solution and want to know the tools and integrations of the suite/products, and learn how to choose and use the proper tools for your daily tasks and duties.

Developer, Process Designer, Process Owner:

You implement and adapt your solution and want to know the concepts and consequences. You learn „out of the box“ processes provided by the suite, know the APIs, learn to omit traps, and understand the development details. Depending on area of your solution you need experience in
IT Operations Management or
IT Asset Management or
Enterprise Service Management

Service Engineer / User / Agent

You are using the suite/products to help you do your daily work, and need to be able to make the best use of the tools to accomplish that.

Senior Service Engineer / Senior User / Senior Agent

You are experienced in using this tool. You detect opportunities for continuous improvements and transfer these result to developer team.
You teach your team with new functions and introduce new colleagues.

Customied Proposal

We would also be pleased to prepare a customised curriculum matching the needs of your company and your project.

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