



HP Service Manager 9.3x Self-Selection Online Training Package

Leverage this collection of training modules to quickly understand and use new functionality in the HP Service Manager (SM) 9.3x series.

Overview

HP Service Manager (SM) software is continually evolving to accelerate the delivery and management of services. As a result, our current customers need to quickly and easily train their users on these new features and functions without stopping their day-to-day activities.

HP Education Services has created the HP SM 9.3x Self-Selection Online Training Package to provide HP SM 9.3x users a modularized approach to learning what is new between each new minor release of the software product. With our online, self-selection approach to training, users can access simulation-based content and support tools anytime, anywhere. You choose what you need to learn—without wasting time on anything else.

As new features and functions are released in the HP SM 9.3x software, the training package gets updated as well. This will enable your team to easily evaluate these changes and prepare for rollout of the new release.

This training package will include only minor releases of the HP SM 9.3x software series. Any new features and functions released in the next major or minor release of HP SM will be handled separately and priced accordingly.

What is included?

The HP SM 9.3x Self-Selection Online Training Package enables training around the following three key areas:

- Overview of specific areas of HP Service Manager and some of its third-party integration points, such as:
 - Service Manager Localization Utility
 - Release Control
 - Collaboration
 - MarketTools CustomerSat Survey
 - Reporting with SAP Crystal Reports and Westbury's Service Manager Intelligence (SMI) Suite
- New features and enhancements in HP SM version 9.32 include:
 - **Introduction** - Provides support and compatibility information
 - **Process Designer for Help Desk** - New modules integrated into the Process Designer framework
 - **Mobility Enhancements** - New mobility client and available tasks that you can perform with the client
 - **Service Request Catalog** - New SRC client and features
 - **Usability Enhancements** - New features and improvements that enhance the end-user experience.

- New features and enhancements in HP SM version 9.33:
 - Support and compatibility
 - User interface improvements
 - Enhancements to the SRC.
 - Improvements for handling custom upgrades, maintaining source control, and implementing secure email exchange

What is the learning experience?

The content in this package provides initial and ongoing enablement to your users to ensure that you get the most out of your software. Built with the HP Adoption Readiness Tool, these self-paced courses can be accessed by users anytime, anywhere to:

- View or practice a process in a simulated environment
- Master a specific task via targeted job aids and demonstrations
- Experience full learning including key terms, workflows, and new concepts

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