

# SM320 - Service Manager 9.x

## Administration

**Duration:** 40.00 hours (5 days)

**32.5 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

### Course Information

**Delivery Format:** Instructor Led - Online

### Course Overview

This class is targeted at system administrators responsible for the day to day management of the Service Manager application. The course focuses on the daily, weekly, monthly, quarterly, and annual tasks required to keep the system running efficiently.

### About This Course

This class is targeted at system administrators responsible for the day to day management of the Service Manager application. The course focuses on the daily, weekly, monthly, quarterly, and annual tasks required to keep the system running efficiently.

### Who Should Attend

Administrators, implementers and managers who are responsible for implementing, configuring and administering Service Manager 9.30.

# Learning Outcomes

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## **Upon successful completion of this course, participants will be able to:**

At the end of the course, you will be able to: Describe Service Manager environment and architecture  
Install the various components of Service Manager Learn the various implementation options (i.e. default ports, load balancing, components) Perform tasks and set-up activities that are generally performed prior to moving the system to Production. Perform daily administrative tasks such as performing backups and monitoring log files, background processor activity, email activity, and schedule record activity. Perform weekly administrative tasks such as archiving and purging data  
Perform monthly administrative tasks such as cleaning up the audit record, monitoring server performance statistics' Perform quarterly and annual administrative tasks such as regenerating the work and holiday schedule records. Additional administrative tasks, such as importing or exporting records. RECOMMENDED

## Additional Course Details

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Nexus Humans SM320 - Service Manager 9.x Administration training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the SM320 - Service Manager 9.x Administration course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

# Frequently Asked Questions

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## **Q: What delivery options are available for SM320 - Service Manager 9.x Administration?**

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
  - Traditional Instructor-Led Classroom Training (ILT)
  - On-site delivery at your offices anywhere in United Kingdom
  - Private dedicated courses customized for your team
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## **Q: How many CPD hours does this course provide?**

The 5-day SM320 - Service Manager 9.x Administration course provides up to 32.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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## **Q: What is the duration of the SM320 - Service Manager 9.x Administration training?**

The training takes place over 5 day(s), with each day lasting approximately 40.00 hours including breaks for lunch and refreshments.

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## **Q: Do you provide corporate training for SM320 - Service Manager 9.x Administration?**

Yes, we provide corporate training, dedicated training, and closed classes for SM320 - Service Manager 9.x Administration. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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## Q: Why choose Nexus Human for SM320 - Service Manager 9.x Administration?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

## Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your SM320 - Service Manager 9.x Administration training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

# Nexus Human

## Professional Training & Development

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