

## North America



EMC offers an extensive range of training courses designed to increase staff competency and productivity. The majority of Ionix Service Manager training courses are one day in duration. The training targets core areas in Ionix Service Manager while minimizing time away from the office.

The courses are available at EMC Learning Centers in California and Massachusetts.

### Course Details and Dates

The following courses are available:

- **Service Desk Operator** - On completion of the SDO course, students will be able to log, manage and control calls using Ionix Service Manager Service Desk.

**Duration:** 1 day

**Dates:** 9 February (Santa Clara, CA)

20 April (Milford, MA)

21 July (Santa Clara)

21 September (Milford)

16 November (Santa Clara)

- **Service Desk Administration** - On completion of the SDA course, students will be able to configure and maintain the Ionix Service Manager. It is recommended that students have some knowledge of using the Ionix Service Desk before attending this course (or have taken the Service desk Operator course).

**Duration:** 1 day

**Dates:** 10 February (Santa Clara, CA)

21 April (Milford, MA)

22 July (Santa Clara)

22 September (Milford)

17 November (Santa Clara)

- **Workflow Template Design** - The WTD course focuses on the creation of the templates from which all requests for change are generated. The course covers the complete workflow palette, thereby allowing change managers to create workflow templates for any process in their organization.

**Duration:** 1 day

**Dates:** 11 February (Santa Clara, CA)

22 April (Milford, MA)

23 July (Santa Clara)

23 September (Milford)

18 November (Santa Clara)

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- **Report Designer** - The technical Report Designer course will provide the foundation for building basic reports using the report builder tool.

**Duration:** 1 day  
**Dates:** 12 February (Santa Clara, CA)  
23 April (Milford, MA)  
24 July (Santa Clara)  
24 September (Milford)  
19 November (Santa Clara)

- **Infra Certified Developer** - The comprehensive technical ICD training is designed for organisations looking to undertake major, in-house, development of Ionix Service Manager. The course covers a range of customization and integration possibilities. Completion of the course and certification, through passing the accompanying exam, enables students to customize Ionix Service Manager with a high level of proficiency.

**Duration:** 5 days  
**Dates:** 1-5 March (Santa Clara, CA)  
3-7 May (Milford, MA)  
12-16 July (Santa Clara)  
13 - 17 September (Milford)  
8-12 November (Santa Clara)

To view our course outlines or for more information and any pre-requisites please go to [www.infra.com.au/services/training.asp](http://www.infra.com.au/services/training.asp)

### Course Prices

Prices are quoted in USD and training units

- **One Day Courses**

**\$ / student :** Training units/student:  
990 3

- **Infra Certified Developer**

**\$ / student:** Training units/student:  
7260 22

5% discount when purchasing 30+ training units

9% discount when purchasing 100+ training units

For more information or to book places on one or more courses, please contact your EMC Sales Representative or email [Mattson\\_Janet@emc.com](mailto:Mattson_Janet@emc.com)