ServiceDesk Plus
Masterclass

Everyday IT service desk scenarios

Learn how ServiceDesk Plus can help solve everyday IT service desk problems such as employee on boarding, provisioning assets on time and firefighting incidents and maximize your service desk productivity while ensuring a great service experience.

Online training schedule

Session #	Sessions	☁ Cloud
1	**Service request: Simplified employee onboarding** Learn how to help new employees have a great first day by simplifying the onboarding process, designing request workflows, and facilitating a better user experience.	📅 **May 15** **Register now**
2	**Incident management: Building a highly responsive service desk** Learn how to respond to security incidents by automating notifications, prioritizing tickets, and quickly assembling an incident response team.	📅 **May 30** **Register now**
3	**Hardware asset management: Bringing all your assets under one roof** Learn how to manage vulnerable assets with complete visibility into your asset estate by identifying critical assets and taking proactive measures to secure them.	📅 **June 13** **Register now**

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4	**Software asset management: One app for all the other apps** Learn how to get answers to all software compliance and audit questions by monitoring software licenses in real time.	📅 **June 20** **Register now**
5	**Change and project management: A pacer for your IT marathon** Learn how to align bold business objectives with big IT goals by streamlining IT change management while minimizing the risk associated with the change and ensuring high service availability.	📅 **July 3** **Register now**
6	**Enterprise service management: Extend ITSM best practices beyond IT** Learn how to set up service management practices for any service team in your organization, including HR, facilities, and administration, by utilizing a quick instance and request workflow setup.	📅 **July 18** **Register now**
7	**Analytics: Get a holistic view of your IT service desk** Learn how to leverage analytics to get a holistic view of your service desk performance and efficiently manage people, processes, and assets.	📅 **August 1** **Register now**

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