

# OMNITRACKER training dates and descriptions

## OMNITRACKER-Administrator

### OMNITRACKER Basic Administration

By means of continuous practical examples essential aspects of OMNITRACKER administration are imparted.

Target is to provide basic knowledge to administrate OMNITRACKER. The installation and configuration of OMNITRACKER Web Gateway and OMNITRACKER Email Gateway are also training topics.

Installation and typical administrator tasks, e.g. creating folders and forms, setting of privileges and permissions, creation of workflows, actions and escalations are also part of the seminar. In-stallation and configuration of OMNITRACKER Web Gateway are covered afterwards. Thereby specific configuration procedures, like server connection, logins or individual user interface design are focused.

Finally the architecture of OMNITRACKER Email Gateway and basic configurations for connecting different mail servers are illustrated.

Building up on that the automatic despatch of individualised emails by means of message templates, the automatic allocation and processing of incoming emails as well as the logging of the whole mail traffic are treated in the training

Our trainings contain numerous exercises with the main focus in the practical realisation of the gained knowledge and provide thereby an efficient qualification.

**Price plus VAT:** 1.740,00 €

**Duration day(s):** 3,00

**Requirements:** -/-

<b>Training dates:</b>	06.02.2012 - 08.02.2012	Language: DE	Location: Eckental (DE)
	05.03.2012 - 07.03.2012	Language: DE	Location: Eckental (DE)
	19.03.2012 - 21.03.2012	Language: EN	Location: Eckental (DE)
	16.04.2012 - 18.04.2012	Language: DE	Location: Eckental (DE)
	07.05.2012 - 09.05.2012	Language: DE	Location: Eckental (DE)

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## OMNITRACKER training dates and descriptions

### OMNITRACKER Advanced Administration

In the advanced administration training further important mechanism of administration of OMNITRACKER are transferred on basis of the practical examples in the OMNITRACKER Basic Administration training. Target is to provide advanced knowledge to administrate OMNITRACKER.

Among others topics are import and export of data, the integration of different systems, basics regarding the despatch of messages, automation of administrative tasks and further practices of template design.

The numerous exercises with the main focus in the practical realisation of the gained knowledge are of great value for the participants.

**Price plus VAT:** 1.160,00 €

**Duration day(s):** 2,00

**Requirements:** OMNITRACKER Basic Administration

<b>Training dates:</b>	06.02.2012 - 07.02.2012	Language: EN	Location: Leuven (BE)
	09.02.2012 - 10.02.2012	Language: DE	Location: Eckental (DE)
	08.03.2012 - 09.03.2012	Language: DE	Location: Eckental (DE)
	22.03.2012 - 23.03.2012	Language: EN	Location: Eckental (DE)
	19.04.2012 - 20.04.2012	Language: DE	Location: Eckental (DE)
	10.05.2012 - 11.05.2012	Language: DE	Location: Eckental (DE)

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## OMNITRACKER training dates and descriptions

### OMNITRACKER Update

This training is addressed to OMNITRACKER administrators, who operate long-time with OMNITRACKER. Target is to provide participants new functionalities of the latest OMNITRACKER versions and to refresh contents of OMNITRACKER Basic Administration training. The updating procedure of new OMNITRACKER versions in current applications will be detailed discussed. Individual questions concerning OMNITRACKER administration are welcome.

If you need an OMNITRACKER Update Training concerning a special theme, please contact us.

**Price plus VAT:** 580,00 €

**Duration day(s):** 1,00

**Requirements:** OMNITRACKER Basic Administration

<b>Training dates:</b>	26.03.2012 - 26.03.2012	Language: DE	Location: Eckental (DE)
	23.04.2012 - 23.04.2012	Language: DE	Location: Eckental (DE)
	25.05.2012 - 25.05.2012	Language: DE	Location: Eckental (DE)

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## OMNITRACKER training dates and descriptions

### OMNITRACKER Interface Bus

With OMNITRACKER you have the option to integrate third-party systems in your installation. The OMNITRACKER Interface Bus is the used interface you get to know in detail and learn to administrate in this training.

The focus of the training :

- Which components can be connected?
- Get to know the interface bus functionality
- Configuration of the OMNITACKER Interface Bus
- Integration of third-party systems
- Overview of the most popular third-party systems and their integration and configuration in OMNITRACKER

With numerous exercises you will reinforce the trained contents. After the training, the comprehensive training manual will help you at your workplace.

**Price plus VAT:** 580,00 €

**Duration day(s):** 1,00

**Requirements:** OMNITRACKER Advanced Administration  
OMNITRACKER Basic Administration

<b>Training dates:</b>	28.03.2012 - 28.03.2012	Language: EN	Location: Eckental (DE)
	24.04.2012 - 24.04.2012	Language: DE	Location: Eckental (DE)
	24.05.2012 - 24.05.2012	Language: DE	Location: Eckental (DE)

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## OMNITRACKER training dates and descriptions

### OMNITRACKER Reporting

This training is focused on the generation of reports and statistics. Based on the Administration trainings, in this training the necessary knowledge for the generation of reports and statistics is communicated. Here you will get to know the display of complex data structures with OMNITRACKER.

Contents of this training are amongst others:

- General Reporting
- Reporting in OMNITRACKER
- OMNITRACKER Report Wizard
- Setup of a Report using the example of the Export scheme
- Introduction in Crystal Reports 2008
- Subspecies of the Export scheme
- Sub-Reports with Crystal Reports 2008
- Automation of Reports
- Charts and contingency tables in Crystal Reports
- Event Statistics
- Basic Statistics
- Dashboard

You will also take the comprehensive training documentation home with you. There you can also later on reconstruct the numerous exercises and examples.

**Price plus VAT:** 1.160,00 €

**Duration day(s):** 2,00

**Requirements:** OMNITRACKER Basic Administration

<b>Training dates:</b>	27.02.2012 - 28.02.2012	Language: EN	Location: Leuven (BE)
	26.03.2012 - 27.03.2012	Language: EN	Location: Eckental (DE)
	25.04.2012 - 26.04.2012	Language: DE	Location: Eckental (DE)

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## OMNITRACKER training dates and descriptions

### OMNITRACKER Automation Interface

The implementation of very individual requirements can be realized via Scripting quickly and cheap. The necessary knowledge to also create very complex Scripts for your OMNITRACKER application is communicated in this training.

Contents of this training are amongst others:

- Overview of the usage possibilities and architecture of the OMNITRACKER Automation Interface
- Basics „Scripting with VBS“
- Scripting in OMNITRACKER
- Automation Interface and file processing
- Scripting in OMNITRACKER Part 2
- Multiple use of Script sections/variables
- Effective methods
- Forecast (other gateways)

Apart from the theoretical knowledge, complex examples of day-to-day business are analyzed, according solutions discussed and implemented.

In the corresponding detailed trainings documentation you will later on find at your workplace easily the matching chapters for your project. With practical exercises the implementation should be no problem for you.

**Price plus VAT:** 1.740,00 €

**Duration day(s):** 3,00

**Requirements:** OMNITRACKER Advanced Administration  
OMNITRACKER Basic Administration

<b>Training dates:</b>	14.02.2012 - 16.02.2012	Language: DE	Location: Eckental (DE)
	20.02.2012 - 22.02.2012	Language: EN	Location: Leuven (BE)
	28.03.2012 - 30.03.2012	Language: EN	Location: Eckental (DE)
	24.04.2012 - 26.04.2012	Language: DE	Location: Eckental (DE)
	21.05.2012 - 23.05.2012	Language: DE	Location: Eckental (DE)

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## OMNITRACKER training dates and descriptions

### Process-Manager

#### OMNITRACKER IT Service Management Center

Become within three days OMNITRACKER Process Manager for IT Service Management (ITSM).

Target of this training is to get a great understanding of the integrated processes, dependencies and relations in OMNITRACKER ITSM Center.

Introductory essential aspects of OMNITRACKER administration are imparted, e.g. the creation of views and filters.

Afterwards the processes Incident Management, Problem Management, Configuration Management, Change Management, Release Management and Service Level Management are discussed in detail.

A component of this is on the one hand the workflow, workflow states and state transitions on the other the dependencies and relations within a process and cross-processed.

The numerous exercises with the main focus in the practical realisation of the gained knowledge are of great value for the participants.

**Price plus VAT:** 1.740,00 €

**Duration day(s):** 3,00

**Requirements:** -/-

<b>Training dates:</b>	06.02.2012 - 08.02.2012	Language: DE	Location: Eckental (DE)
	20.03.2012 - 22.03.2012	Language: DE	Location: Eckental (DE)
	16.04.2012 - 18.04.2012	Language: DE	Location: Eckental (DE)
	02.05.2012 - 04.05.2012	Language: DE	Location: Eckental (DE)

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## OMNITRACKER training dates and descriptions

### OMNITRACKER Project Management Center

Become OMNITRACKER Project Management Process Manager.

Target is to provide the participants advanced knowledge of OMNITRACKER Project Management Center.

After a short introduction to OMNITRACKER the whole workflow with workflow states and state transitions is imparted. The dependency between projects, project phases and activities is explained but also mandatory fields and dependencies inside objects.

The numerous exercises and the creation of demo objects with the main focus in the practical realisation of the gained knowledge are of great value for the participants.

**Price plus VAT:** 1.160,00 €

**Duration day(s):** 2,00

**Requirements:** -/-

<b>Training dates:</b>	29.03.2012 - 30.03.2012	Language: DE	Location: Eckental (DE)
	19.04.2012 - 20.04.2012	Language: DE	Location: Eckental (DE)
	03.05.2012 - 04.05.2012	Language: DE	Location: Eckental (DE)

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