

RES ONE Service Store 2015

(Virtual) Instructor-led Training Course



This three day instructor-led official training course provides a detailed background to all product features included in the RES ONE Service Store 2015.

Online lab access is provided for 7 days to allow attendees access to a purpose-built sandbox training environment to complete lab exercises between sessions, cementing the background knowledge presented in this course with practical examples.

Course Objectives

Upon successful completion of the course and training labs, attendees will gain a thorough understanding of RES ONE Service Store 2015 functionality and be able to:

- Design and plan RES ONE Service Store 2015 architectures;
- Install and configure RES ONE Service Store 2015;
- Create an organizational structure from external data sources;
- Create templates and deliver RES ONE Service Store services;
- Delegate RES ONE Service Store services to business owners;
- Integrate with RES ONE Automation and RES ONE Workspace.

Course Scope

- 15 hours of instructor-led, virtual classroom training;
- 7+ hours of training lab exercises;
- Lab support via email for 7 days.

Target Audience

Administrators who design or perform deployment, configuration and/or management tasks with RES ONE Automation and whom want to learn how to use the RES ONE Service Store to fulfil user requests through self-servicing and automated service delivery.

Note: this course does not provide training on designing business processes.

Prerequisites

- Good knowledge of Microsoft Windows operating systems;
- A basic understanding of Microsoft Active Directory, Microsoft Exchange server and Microsoft SQL server;
- **RES ONE Automation 2015 Basic Course (ROABC-700) or RES ONE Automation 2015 Fast-Track Workshop (ROAFT-700).**

Pricing

- Contact your RES Software reseller for pricing information;
- Private courses available, please contact us for further details.

Course: ROSSBC-700

Date: [Check Website](#)

Duration: 3 Days

Language: English

Course Outline

- Introduction
- Network Architecture
- Installation and Setup
- Organizational Structure
- External Data Sources
- Smart Rules
- Configuring Services
- Service Delegation
- 3rd Party Integration

Location

Virtual/online or on-premises!



What Is Included

- 7 days online Lab access; extended access an optional extra
- Email Lab support

What Is Not Included

- Official course materials; available as an optional extra
- Exam voucher(s)