

# Fast-track **RES ONE Service Store** 2015 Virtual Workshop



**This fast-track, one day instructor-led virtual workshop** for RES ONE Service Store provides an introduction to the **core functionality** of 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 additional exercises in their own time, cementing the background knowledge presented in this workshop with practical examples.

Course: ROSSFT-700

Date: [Check Website](#)

Duration: 1 Day

09:30 – 16:30 (GMT/BST)

10:30 – 17:30 (CET/CEST)

08:30 – 15:30 (EST/EDT)

Language: English

## Course Outline

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

## Location

Virtual, online and in the cloud!



## What Is Included

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

## What Is Not Included

- Official course materials;
- Exam voucher(s)

## Course Objectives

Upon successful completion of the workshop and training labs, attendees will gain an understanding of the basic functionality in RES ONE Service Store 2015 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 Service Store services;
- Delegate RES ONE Service Store services to business owners;
- Integrate with RES ONE Automation and RES ONE Workspace.

## Course Scope

- 6 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 Automation Manager 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.