



# Administering HelpMaster Pro Desktop



Helpmaster Pro v8 Training Outline

## Course Outline

### What you will learn

Learn how to configure Helpmaster Pro to most effectively meet the needs of your Service Desk.

### Outcomes

Students will be able to configure Helpmaster Pro in line with business requirements and ITIL best practice. They will be able to confidently discuss those requirements with stakeholders and as a result implement a design that delivers on Service Desk needs and expectations. Students will be able to design the system to support quality information gathering to aid in the management of the Service Desk and improvement of Service Desk operations.

### Who will benefit

Service Desk Managers

System Administrators

**Length** One day

**Max students** 4

### Content

ITIL fundamentals for Incident, Problem and Service Level Management

Helpmaster Pro overview

System requirements

Defining job workflow

Designing for Reporting

Using system codes to enable the Service Desk

- Job categorization
- Priority values
- Job types



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Service Desk staff groups

Staff roles and permissions

Customer roles and permissions

Creating custom data fields

Defining organization specific terminology

Importing and exporting data

Additional modules overview (incl. Web Module)