

Course HDS-A600

Helpdesk Solution – Administration and Configuration

Schedule	Topic	Overview
Day 1	Welcome and Introduction	<ul style="list-style-type: none"> Course logistics and objectives
	Getting Started	<ul style="list-style-type: none"> Introducing the Altiris infrastructure Introducing Notification Server About the IT Infrastructure Library
	Helpdesk User Basics	<ul style="list-style-type: none"> How users record incidents About User Consoles About self-enrollment
	Helpdesk Worker Basics	<ul style="list-style-type: none"> Accessing the Worker Console About the Worker report About incidents About Helpdesk contacts About Helpdesk assets About bulletins Viewing and retrieving incidents Locating incidents About quick incidents About Web reports
Day 2	Knowledge Base	<ul style="list-style-type: none"> About the Knowledge Base Adding content to the Knowledge Base Searching for articles Securing a Knowledge Base library
	Helpdesk Administrator Basics	<ul style="list-style-type: none"> About the Helpdesk Administrator About Helpdesk workers About Helpdesk queues Automatically creating contacts and incidents Using the Altiris Agent Importing Notification Server data into Helpdesk Licensing

Schedule	Topic	Overview
Day 3	Administrator Advanced Topics	<ul style="list-style-type: none">• About categories• Business rules• Validation rules• Routing rules• Notify rules• List templates• Macros• Notification policies• About tasks• Resource types• About lookups• Import / export administrator data