

Training

Certero Essentials

This course introduces users to the user interface and user experience of Certero solutions. From logging into the solution, navigation of menus, understanding how information is presented in the solution, through to searching, filtering, creating dashboards and exporting of data. The essential skills acquired through this course can be applied to any Certero product.

Attendee Prerequisites

Experience of using web browser-based applications would be an advantage.

Agenda

- The importance of process (Optional component)
- Logging into the solution
- Default dashboards
- User interface themes
- Menu navigation
- Data grids
- Searching and filtering
- Data groups
- Creating new dashboards

Benefits of Attending

- Become confident in the use of the standard user interface across all Certero products
- Learn about the powerful and flexible dashboarding capabilities to create focused summary reports
- Increase productivity by quickly accessing the information important to your role
- Understand how to align the information within Certero to your organizational structures
- Learn how to use the features and capabilities of the solution to support business projects and initiatives

Who Should Attend

This course is aimed at anyone organization that will be using Certero solutions so they know the basics on how to navigate and use the interface ahead of any subsequent product specific training, for example:

- Systems Engineers
- Desktop Engineers
- Service Desk Agents
- Hardware and Software Asset Managers
- CMDB Analysts
- Technical Managers
- SAM Consultants
- Procurement/Supply Chain Category Managers
- Security Administrators