

# Neurons for ITSM End User Training

## Prerequisites

Internet Connection  
MS Teams

## Course Info

Cost: Quote on request  
Platform: MS Teams  
Duration: Content  
Dependant

## How To Register

To arrange please email:  
[training@thinktanks.co.za](mailto:training@thinktanks.co.za)

## Contact

[Website](#)  
[Linkedin](#)

### Training Overview

Our tailored Ivanti Neurons for ITSM End User Training is designed to empower your trainers with comprehensive knowledge and practical skills on the Neuron for ITSM platform. This program ensures your team can effectively manage and utilize the platform to optimize your service management processes.

### Platform Overview

**Application Navigation:** Learn how to efficiently navigate through the Neuron 4 ITSM interface.

**Searching:** Master the advanced search capabilities to quickly find the information you need.

**End User Preferences:** Customize the platform to suit individual user preferences for enhanced usability.

**Dashboarding Overview and Exporting Data:** Create, manage, and export dashboards to monitor and analyse key metrics. reports to gain insights and support decision-making.

**Core Business Processes** - The program focuses on your Implemented Processes e.g.

**Incident, Service Request & Self Service:** manage effectively, minimize disruption, restore service & enable self-service for end users to improve efficiency.

**Service Level Management:** Ensure service quality levels are met and maintained.

**Change & Release Management:** Manage changes in a controlled manner to minimize impact on services. Plan, schedule, and control the movement of releases to test and live environments.

**Project Management:** Oversee projects from initiation to completion to ensure they meet objectives.

**Configuration Management:** Manage CIs within your environment & maintain an accurate CMDB.

**Reporting:** Generate and interpret various reports to gain insights and support decision-making.



### Training Methodology

- **Interactive Sessions:** Engage in hands-on training sessions to reinforce learning through practical application.
- **Expert Trainers:** Learn from experienced professionals with deep knowledge of the Ivanti Neurons for ITSM platform.
- **Customized Content:** Tailored training content to meet the specific needs and goals of your organization.

### Benefits of the Training

- **Enhanced Efficiency:** Equip your trainers with the skills to streamline IT service management processes.
- **Improved User Adoption:** Ensure end users are comfortable and proficient with the N4ITSM ITSM platform.
- **Optimized Service Delivery:** Improve service delivery and satisfaction through effective ITSM practices.

### OTHER TRAINING COURSE

[N4ITSM Introduction to the Platform](#)  
[N4ITSM Administrator Foundation](#)  
[N4ITSM Administrator Intermediate](#)  
[N4ITSM Administrator Advanced](#)

Why be average when you can be exceptional