



USU Training Center



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Training Courses

Valuemotion User Training

- Valuemotion Procurement Manager
- Valuemotion Asset/CMDB Manager
- Valuemotion Contract Manager
- Valuemotion License Manager
- Valuemotion Incident/Problem Manager
- Valuemotion Change Manager
- Valuemotion Service Request Manager
- Valuemotion Costing/Charging Manager
- Valuemotion Planning/Calculation Manager

Valuemotion System Training

- Valuemotion Customizer
- Valuemotion Authorization
- Valuemotion Workflows

Together with our partners we offer you the following training courses:

- ITIL® v3 Foundation with official certification
- ITIL® v3 and Valuemotion
- Enterprise Architecture
- Software License Management
- Change Management
- Presentations and Presenting

Training for end users

1. Valuation Procurement Manager (1 day)

Introduction to the basic functionality of Valuation Procurement Manager

Target group

- End users

Prerequisites

- None (knowledge of MS Windows or equivalent required)

Contents

- Introduction to Valuation GUI
- Creating new request
- Generating orders from request
- Incoming of goods

2. Valuation Asset/CMDB Manager (1 day)

Introduction to the basic functionality of Valuation Asset Manager

Target group

- End users

Prerequisites

- Knowledge of MS Windows or equivalent required

Contents

- Introduction to Valuation GUI
- IMAC process
 - Configuration
 - Moves

3. Valuation Contract Manager (1 day)

Introduction to the basic functionality of Valuation Contract Manager

Target group

- End users

Prerequisites

- Knowledge of MS Windows or equivalent required

Contents

- Introduction to Valuation GUI
- Creating new contracts
- Payment and invoice verification

4. Valuation License Manager (2 days)

Introduction to the basic functionality of Valuation License Manager

Target group

- End users

Prerequisites:

- None (knowledge of MS Windows or equivalent required)

Contents

- Capture of license information
- Registration of license-relevant data
- Reconciliation

5. Valuation Incident/Problem Manager (1 day)

Introduction to the basic functionality of Valuation Incident/Problem Manager

Target group

- End users

Prerequisites

- Knowledge of MS Windows or equivalent required

Contents

Content will be defined according to customer specific needs.

- Introduction to Valuation GUI
- ITIL® processes
 - Incident management
 - Problem management
- Create a ticket
- Forward a ticket

6. Valuation Service Request Manager (2 days)

Introduction to basic functionality of Valuation Service Request Manager

Target group

- End users

Prerequisites

- Knowledge of MS Windows or equivalent required

Contents

- Mapping processes in Valuation
- Definition of the shopping basket / catalog

Training for End Users

7. Valuation Change Manager (1 day)

Introduction to the basic functionality of Valuation Change Manager

Target group

- End users

Prerequisites

- Knowledge of MS Windows or equivalent required

Contents

Content will be defined according to customer-specific needs.

- Introduction to Valuation GUI
- ITIL® processes
 - Change management
- Create a ticket
- Forward a ticket

8. Valuation Costing/Charging Manager (1 day)

Introduction to basic functionality of Valuation Costing/Charging Manager

Target group

- End users

Prerequisites

- Knowledge of MS Windows or equivalent required

9. Valuation Planning/Calculation Manager (2 days)

Introduction to basic functionality of Valuation Planning/Calculation Manager

Target group

- End users

Prerequisites

- Knowledge of MS Windows or equivalent required

Training for System Coordinators & Administrators

10. Valuation Customizer (2 days)

Introduction to the configuration possibilities of Valuation

Target group

- System coordinators, administrators
- Knowledge in databases and data modeling

Prerequisites

- Valuation training module 1, 2, 3 or 4

Contents

- Customizing of Valuation for customer-specific needs

11. Valuation Authorization (1 day)

Introduction to the Valuation user and authorization concept

Target group

- System coordinators, administrators

Prerequisites

- Training in Valuation Customizer

Contents

- Creating a compatible concept of user and roles

12. Valuation Workflows (2 days)

Introduction to the Valuation workflow concept

Target group

- System administrators who customize Valuation

Prerequisites

- Basic knowledge in customizing Valuation and basic programming skills
- Basic knowledge about scripting languages

Contents

- Handling workflow creation tools
- Definition of standard knots
- Integration of Python scripts
- Use of Valuation API

Additional training courses

ITIL® v3 Foundation with official certification

Training with our partner get IT Services

Duration

3 days

Aim

The participants in the course “ITIL® v3 Foundation with official certification” should be able to understand and apply the essential features of the methodology of ITIL. The aim of the course is to obtain the internationally recognized certificate “ITIL® Foundation”.

Target group

- Relationship, Account, SLA Manager, IT Project Manager
- Service Desk Manager, Systems Operation Manager, Change Manager
- Employees of IT organizations and data centers

Prerequisites

No

Contents

Introduction to IT Service Management

The Service Lifecycle

- Prioritized Design and Definitions
- Functions
- Technology and Architecture

Service management processes

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

ITIL® v3 and Valuation

Training with our partner MOD IT

Duration

2 days

Aim

Getting to know the differences between ITIL® v2 and ITIL® v3

Target group

IT managers and specialists who would like to gain an insight into ITIL® v3 as well as into the implementation of ITIL® processes with Valuation.

Prerequisites

Basics in ITIL® v2

Contents

The 2-day workshop is tailored to participants' requirements and is not product-dependent. If required, we also show you how you can use ITIL®-certified USU-Suite Valuation to implement ITIL® processes.

Introduction to the IT Infrastructure Library V3

- Basic contents and advice on principles, processes, activities, organization, regarding technological aspects and process implementation

Service Strategy

- How is service management to be designed, developed and implemented to attain the goal of consistent strategy orientation of the IT organization?

Service Design

- How can the IT organization make use of requirements to design IT services and develop solutions?

Service Transition

- How are changes to services and processes coordinated and developed?

Service Operation

- How can the IT organization ensure that IT services are performed effectively and efficiently?

Continual Service Improvement

- How can the IT organization constantly improve its own services so that they are attractive to customers and service users?

Enterprise Architecture

Training with our partner act! consulting

Duration

2 days

Aim

The aim of this seminar is to provide the methodological basis and best practices for setting up effective architecture management.

Target group

The seminar provides orientation and practical tools for structuring corporate architecture and architecture management. The seminar target group comprises managers and top executives from the following fields:

- IT management
- IT architecture management
- Corporate planning
- IT controllers
- IT organization
- Process management

Prerequisites

Experiences from the fields of IT architecture, corporate architecture or IT management

Contents

- Corporate architecture documentation
- Analysis of corporate architecture
- Planning of corporate architecture
- Standards management
- Development of solution architectures
- Framework and tools
- Problems and success factors

Software License Management

Training with our partner Solucio Informationstechnik

Duration

3 days

Aim

Building up an understanding of which corporate processes concern software license management and how a project to set up such license management is structured.

Target group

- Those responsible for IT
- Those responsible for software license agreements
- Responsible for outsourcing
- Project, service and bid managers in the IT sector
- Managers and personnel in legal departments
- IT purchasers
- Process managers

Prerequisites

At least a basic knowledge of the license provisions of a commercial software product

Contents

- Basis and aims of license management
- Why a norm such as ISO 19770-1 should receive attention
- Clarification of the license agreement
- Processes in license management, license conformity
- Potential for savings
- Reduction of risks
- Planning and creation of software license management
- Valuation and license management

Change Management

Training with our partner conGente

Duration

3 days

Aim

This training course permits participants to recognize and control various requirements and successfully conclude change processes.

Target group

- Process Manager/Change Manager
- Service Manager
- Executive Personnel
- Product Manager

Prerequisites

No

Contents

- What does Change Management mean in the company?
- Recognizing and consciously controlling consequences and influence variables
- Change processes – how to deal with them?
- What are the phases in a change process?
- Recognition and application of tools in the respective change phases
- Use of tools in the change process
- Role of communication/management in the change process
- Milestones in the change process (how to begin and when do I recognize the end?)
- Being able to use one's own tools consciously and heightening perception

Presentations and Presenting

Training with our partner D-ploy

Duration

1 day

Aim

Presenting oneself in the right way and with confidence

Target group

Presenters (sales, executive personnel, project managers)

Prerequisites

Fun with success-oriented presentation

Contents

Preparation is key

- Distinguishing oneself from the others
- Rhetoric and gestures
- Mistakes are allowed
- “People buy from people” - Sapere Aude
- KISS
- Arrangement and structure of a presentation
- Examples and exercises

