



Oxygen Administrator Training – Version 4.xx

This informal Training Day's objective is to give System Administrators the skills to manage and make changes to the Oxygen system. The training is delivered via demonstrations and hands on practical exercises.

1. System Overview

- a. Basic Setup
- b. Change Management

2. System Settings

- a. Setting up Oxygen for use

3. Roles and Views

- a. How Roles and Views are used
- b. Creating and Editing Roles
- c. Creating and Editing Views
 - i. View Restrictions
 - ii. Invisible Views

4. Operators and Teams

- a. Setting up operator Accounts
 - i. Adding Roles
 - ii. Creating Signatures
- b. Setting up Teams (Groups)

5. Services and SLA's

- a. Defining Services
- b. Defining SLA's
- c. Creating & Editing Services
- d. Publishing Services & associated SLA's to End Users

6. Organisational Units and End Users

- a. Creating/Editing Organisational Units
- b. Adding People

7. Actions and Statuses

- a. How Actions and Statuses interact and are used
- b. Creating/Edit Actions
- c. Creating/Edit Statuses

8. Email Setup

- a. Creating Email Templates
- b. Deploying Templates to be used
- c. Manual and Automated Email configuration

9. Call Types and Categories

- a. How Call Types and Categories are used
- b. Creating Call Types
- c. Creating Categories
- d. Restricting access

10. Routing Rules

- a. How Routing Rules are used
- b. Creating/Editing Routing Rules
- c. Maintaining Routing Rules

11. Editing Lookup Tables

- a. Impact of Change
- b. Making Changes

12. User Defined Fields

- a. Setting up User defined Fields

13. Quick Call Templates

- a. How Quick Call Templates are used
- b. Creating/Editing Quick Call Templates

14. Knowledge Base

- a. Publishing KB Articles from Calls
- b. Creating New Articles from Scratch

15. Self Service Portal

- a. End User Access Rights
- b. Creating/Editing End User Account
- c. Defining Labels
- d. Editing Available Resources

16. CMDB

- a. How CMDB is used
- b. Integrating with Change Management Processes
- c. Creating CI Types and Attributes
- d. Creating CI's

17. Reports

- a. Configuration of Reports Portal
- b. Using Reports