Course Overview

This 2 day instructor-led training provides a hands-on class for Track-It! technicians and administrators focusing on concepts and capabilities found in the Inventory, Help Desk, Purchasing, Training, Library, and Report Modules.

This course is followed by the Track-It! Online Skills Assessment.

Course Objectives

- Examine general Track-It! functionality including navigation.
- Examine the Inventory module
- Examine the Software Licenses module
- Examine the Purchasing module
- Examine the Help Desk module
- Examine the Solutions module
- Examine Track-It! Web and Mobile Web
- Examine Self-Service
- Examine the Change Management Module
- Examine the Training Module
- Examine the Library Module
- Examine Information Analysis and Reporting
# TRACK-IT! USING

## COURSE ACTIVITIES
- Classroom Presentations
- Hands-on Lab Exercises

## CERTIFICATION PATH
- This course is part of the BMC Track-It! Administrator Certification Path

## DISCOUNT OPTIONS
- Have multiple students? Contact us to discuss hosting a private class for your organization
- Contact us for additional information

## Course Modules

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| **1 Navigate Track-It!** | » Understanding the Track-It! Interface  
» Launching Track-It!  
» Screen Navigation Options  
» Exploring the Menu Bar  
» Module Overview  
» Working with the Home Page  
» Customizing the Look and Preferences  
» Viewing Multiple Windows  
» Working with Grids  
» Working with Grid Views  
» Obtaining Help Using Track-It! |
| **2 Inventory Module** | » Inventory Module Overview  
» Understanding Asset Information  
» Maintaining Asset Users  
» Adding Inventory Information Manually  
» Other Inventory Actions |
| **3 Software Licenses Module** | » Software Licenses Module Overview  
» Viewing Software Title Information  
» Viewing Software License Information  
» Searching Software Licenses |
| **4 Purchasing Module** | » Viewing Purchase Orders  
» Working with Purchase Orders  
» Receiving Purchase Orders  
» Using the Purchasing Module to Populate Inventory Containers  
» Creating Blanket Purchase Orders |
| **5 Help Desk Module** | » Help Desk Module Overview  
» Viewing Work Orders  
» Creating Work Orders  
» Understanding Workflow Models  
» Viewing Work Order Assignments  
» Other Work Order Actions  
» Completing Work Orders  
» Automatic and Manual Notifications |
| **6 Solutions Module** | » Using the Solutions Database  
» Accessing Solutions via the Solutions Module  
» Accessing Solutions via a Work Order |
| **7 Web and Mobile Web** | » Understanding Track-It! Web  
» Accessing Track-It! Web  
» Track-It! Web Interface  
» Basic Navigation of Track-It! Web  
» Working with System Grid Views  
» Track-It! Web Help Desk Module  
» Track-It! Web Inventory Module  
» Track-It! Web Solutions Module  
» Track-It! Web Change Management Module  
» Track-It! Web Purchasing Module  
» Track-It! Web Library Module  
» Track-It! Web Mobile |
| **8 Self Service** | » Understanding Track-It Self Service  
» Accessing the Web Components |

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