Introduction to Agility Course Outline

Training Course Details

Duration and location: 2-day course at either our Wakefield office, Remote sessions delivered via Zoom or On-site training sessions run by one of our highly experienced Agility Trainers. The training sessions runs from 9.30am until 5pm.

Included: All course materials and the course manual.

Delegate Information

Who should attend?
- Agility System Administrators
- System Champions
- Operational Management (All Levels)

Delegate prerequisites:
- Basic PC Skills including using an internet browser

Why Attend?
This will give you an in-depth introduction to Agility which will show you how to create and manage your Asset Register, how to use the Helpdesk functionality, create and deploy Reactive Work Orders and create and manage your Calendar Based Planned Maintenance Schedules. It will also introduce you to the Cross Platform Mobile App including Work Order scheduling.

What will be covered:

Modules	Course Content (Day 1)	Time
Module 1: Navigation and Views	➢ Agility Homepage ➢ Common Form Views ➢ Filtering and Sorting Data ➢ Navigating through the Menus	1.0
Module 2: Creating and Modifying Assets	➢ Adding New Sites, Locations, Sub-Locations and Assets	2.0
Module 3: Helpdesk Requests	➢ Creating Helpdesk Requests without Triage ➢ Helpdesk Request Approval and Cancellation ➢ Creating Helpdesk Requests with Triage ➢ Creating Self Service Helpdesk Requests ➢ Asset Maps	1.0
Module 4: Creating, Modifying and Completing Reactive Work Orders	➢ Creating and Completing Reactive Work Orders ➢ Route Sheets ➢ Adding a Completed Work Order ➢ Navigating the Work Order Menu	2.5

Modules	Course Content (Day 2)	Time
Module 5: Scheduling Work Orders	➢ Daily Scheduler ➢ Appointment Scheduler ➢ Multi Scheduler ➢ Completing jobs via the Cross Platform App ➢ Crowd Sourcing Work Orders via the Cross Platform App	2.5
Module 6: Creating, Modifying and Using Standard Jobs	➢ Adding a Standard Job ➢ Creating manual Work Orders from Standard Jobs	1.5
Module 7: Creating, Modifying and Using Calendar Based PPM Schedules	➢ Adding a new PPM Schedule ➢ PPM Suppression	1.5
Module 8: Dashboards and Reports	➢ Dashboards ➢ How to run Standard Reports	1.0