

System Administration Course Outline

Training Course Details

Duration and location: 1-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 4.30pm.

Included: All course materials and the course manual.

Delegate Information

Who should attend?

- Agility System Administrators
- System Champions

Delegate prerequisites:

- Basic PC Skills including using an internet browser
- Previous attendance of the Introduction to Agility course

Why Attend?

On completion of this course you will be able to effectively manage your Standing Data, System Parameters and Admin Portal. You will be able to track Asset Movements, create Triage Questions, customise User Menus and User Accounts, apply System Permissions and create Labour Resources.

What will be covered:

Modules	Course Content	Time
Module 1: Standing Data, Creation and Use	<ul style="list-style-type: none"> ➤ Work Order Standing Data ➤ Calendars ➤ Crafts ➤ Labour Pay Rates ➤ Shift Patterns ➤ Absences ➤ Fault Groups & Codes ➤ Single Dictionary Files 	2.0
Module 2: System Parameters, Asset Tracking, and the Admin Portal	<ul style="list-style-type: none"> ➤ System Parameters ➤ Changing the default Priority on the Helpdesk Without Triage form ➤ Amending the default fields on the Add Completed Work Order form ➤ Making Faults mandatory on Work Orders ➤ Asset Tracking ➤ Admin Portal 	0.75
Module 3: Triage Question Creation	<ul style="list-style-type: none"> ➤ Creating basic Triage Questions 	0.75

Module 4: Creating and Modifying User Menus	<ul style="list-style-type: none"> ➤ Creating customised User Menus ➤ Copy and Paste Menus ➤ Assigning Menus to an existing User Account 	0.75
Module 5: Creating and Modifying User Accounts	<ul style="list-style-type: none"> ➤ Adding a new Service Supplier ➤ Configuration ➤ Adding a new Service Contract ➤ Service Contracts Work Orders 	0.5
Module 6: Agility System Permissions	<ul style="list-style-type: none"> ➤ Restricting access via System Permissions ➤ Creating User Groups ➤ Restricting data by Site 	0.5
Module 7: Creating and Modifying User Menus	<ul style="list-style-type: none"> ➤ Creating and managing Labour Records 	0.75