iET Solutions

Training Courses

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1   Introduction

iET Solutions offers a carefully structured range of product training courses covering all aspects of iET® Enterprise Technology and iET® ITSM. The training courses are held as open standard training courses at the iET Solutions training center in Munich or Aschheim, but can also be customized to be held on-site or as online training courses.

Attendees will receive training documentation as PDF files.

1.1   iET® Enterprise Technology / iET® ITSM standard training courses (Net price per attendee)

- iET ITSM, 3 days, 1.500,00 €
- iET Inventory Center & iET CMDB Intelligence, 2 days, 1.000,00 €
- iET Enterprise Technology Administration, 5 days, 2.500,00 €
- iET Enterprise Technology Developing, 5 days, 2.500,00 €
- JasperReports for iET Enterprise Technology, 3 days, 1.500,00 €
- Crystal Reports for iET Enterprise Technology, 3 days, 1.500,00 €

1.2   Customized trainings for iET® Enterprise and iET® ITSM

Contents and duration are agreed with the customer. If the training is conducted at the customer's premises, the daily rate is 1.800,00 € plus travel costs.

1.3   Online Training Courses

Training via the web has the same content and scope as classroom training. The costs also remain the same. Online training is an interactive, web-based version of classroom training.

iET Solutions uses Fuze or Google Meet as video conferencing tool for video and audio transmission including the usual functions such as screen sharing or handing over mouse control. Participants need to be able to access their own iET Enterprise environment, i.e. iET Workcenter, iET Developer Studio, iET Application server and database, depending on the course, and they need administrative rights in their environments. Ideally, they have all this in their own virtual environment. In online training, the training environment is not provided by iET Solutions. As the courses are very practice-oriented and contain a correspondingly large number of exercises, it will always be necessary for participants to share their screen.

If the customer's policies do not allow the Fuze client to be installed or Google Meet to be executed because an internal customer meeting tool, e.g. WebEx or MS Teams must be used, then the customer sets up the meeting sessions and the trainer is an attendee, but has presenter rights.

The webinar may be recorded for quality assurance purposes and made available to registered individuals who were unable to attend. The recording includes, among other things, messages in the chat history as well as requests to speak. By registering for the training course, the attendee agrees to the organizer's use of the material.

For online training courses, the following points also need to be considered:

- It is recommended that participants have a second screen.
- Questions are always appreciated.
- The welcome and introduction session at the beginning of the online training (approx. 15 minutes) is done with camera.
- The debriefing at the end of the online course (approx. 30 minutes) will also be conducted with camera.

1.4   Contact

Please contact us at info@iet-solutions.de if you have questions.

2   iET® ITSM

2.1   Course Objective

iET Solutions has developed the iET ITSM (IT Service Management) suite to implement the current service management processes. Service management is tailored to the size, the internal culture and, above all, the requirements of a company.

Participants will learn to handle the basic processes such as Incident Management, Problem Management, Change Management, Configuration Management and Service Level Management in iET ITSM.

2.2   Typical Attendees

This course is for process owners and the ITSM administrator. They should learn how to use the service management applications in iET ITSM.

2.3   Prerequisites

Windows knowledge, familiarity with service management terminology is a plus.

2.4   Duration

3 days course

2.5   Course Outline

- Overview IT Service Management
- iET Workcenter
- Incident Management (Service Desk)
- Problem Management
- Knowledge Management
- Change Management
- Release and Deployment
- Configuration Management
- Service Portfolio Management
- Service Level Management
- Service Request Management
- Availability Management
- Financial Management
- Account Management
- Service Partner Management
- Functional Administration
- Role Management
- Action Management

2.5   Course Outline

3 iET® Inventory Center & iET® CMDB Intelligence

3.1 Course Objective

This two day course provides instruction on maintenance and administration of iET Inventory Center and iET CMDB Intelligence.

3.2 Typical Attendees

Configuration Management employees, change managers, developers

3.3 Prerequisites

Windows system administration, iET Workcenter knowledge

3.4 Duration

2 days course

3.5 Course Outline

- Architecture
- Discovery methods
- iET Inventory Center installation and configuration
- Discovery administration
- iET CMDB Intelligence installation and configuration
- Map and filter products, components and attributes
- Define unique identifier
- Replication
- Variance comparison
- Handle differences between staging area and CMDB

4   iET® Enterprise Technology Administration

4.1   Course Objective

This five day course provides instruction on maintenance and administration of iET Enterprise Technology applications using the iET Developer Studio, and iET Enterprise administration applications. Students will learn how to set up, configure, and debug the different server processes.

4.2   Typical Attendees

This course is designed for individuals responsible for the installation, administration, and maintenance of an iET Enterprise Technology implementation.

4.3   Prerequisites

Students should have an understanding of general system administration functions, and familiarity with installation and configuration of applications.

- iET Workcenter knowledge
- Windows Server administration

4.4   Duration

5 days course

4.5 Course Outline

- Installing iET Enterprise Technology
- iET Enterprise Technology architecture
- iET Enterprise Technology agent processes
- iET Task Scheduler
- iET Messaging Agent outbound
- iET Messaging Agent inbound
- iET Workcenter concepts
- Maintaining groups
- Maintaining reps
- Database configuration parameters
- Multi-currency forms
- Time zone forms
- Administering Text Search
- Administering Crystal Reports
- Administering JasperReports
- iET Weblink
- iET Self-Service

5 iET® Enterprise Technology Developing

5.1 Course Objective

This course is designed to provide developers and administrators an understanding of how to create and modify iET Enterprise applications. The course is designed in such a way that students learn how to create their own applications from scratch. The understanding gained of the iET Developer Studio will allow students to easily modify existing implementations at their own sites.

5.2 Typical Attendees

Typical attendees for this course are developers and system administrators. Managers also benefit tremendously by gaining a more thorough understanding of the capabilities of the system and ways in which the applications can be modified to match their business processes.

5.3 Prerequisites

Students should have an understanding of relational database structure. While not required, students who have an understanding of SQL typically are able to attain a greater level of understanding of the capabilities of the iET Developer Studio.

5.4 Duration

5 days course

5.5   Course Outline

- Workcenter functionality
- Application components
- Data grids
- Data sheets
- Forms
- Application planning process
- Conceptual data model
- Physical data model
- iET Developer Studio concepts
- Data dictionary
- Query development
- Data sheet development
- Forms
- Creating workflow
- Autoset rules
- Load rules
- SQL instructions: INSERT, UPDATE, DELETE
- Notify rules
- Require rules
- Readonly rules
- Datasheet workflow rules
- Charts
- Reports
- Application assembly
- Introduction to server processes
- iET Messaging Agent
- iET Task Scheduler

6 Crystal Reports for iET® Enterprise Technology

6.1 Course Objective

This course is for administrators and developers responsible for creating reports on the iET Enterprise Technology database. Over the course of this three-day class, students will learn not only about Crystal Reports but also about maximizing the relationship between iET Enterprise Technology and Crystal Reports. Students will learn how to build reports, create selection forms, debug the process, etc.

6.2 Typical Attendees

This course is designed for individuals responsible for creating reports.

6.3 Prerequisites

Students should have an understanding of relational databases. While not required, students who have an understanding of SQL typically are able to attain a greater level of understanding of the capabilities of Crystal Reports.

6.4 Duration

3 days course

6.5 Course Outline

- Database concepts & field types
- The design screen
- Entering, editing, moving and formatting text and database fields
- Setting default report properties
- Section properties and formats
- Field attributes
- Adding pictures, lines and boxes
- Vertical orientation
- Grid options
- Selecting records
- Totals and counts
- Sorting and grouping
- Choosing sort order
- Creating groups
- Formula and special fields
- Linking tables
- Sub reports
- Charts
- Cross table reports
- Setting up reports in iET Enterprise
- Troubleshooting

6.5 Course Outline

7   JasperReports for iET® Enterprise Technology

7.1   Course Objective

This course is for administrators and developers responsible for creating reports on the iET Enterprise database. Over the course of this three-day class, students will learn not only about JasperReports but also about maximizing the relationship between JasperReports. Students will learn how to build reports, create selection forms, debug the process, etc.

7.2   Typical Attendees

This course is designed for individuals responsible for creating reports.

7.3   Prerequisites

Students should have an understanding of relational databases. While not required, students who have an understanding of SQL typically are able to attain a greater level of understanding of the capabilities of JasperReports.

7.4   Duration

3 days course

7.5　Course Outline

- Database concepts & field types
- The design screen
- Entering, editing, moving and formatting text and database fields
- Setting default report properties
- Section properties and formats
- Field attributes
- Adding pictures, lines and boxes
- Vertical orientation
- Grid options
- Selecting records
- Totals and counts
- Sorting and grouping
- Choosing sort order
- Creating groups
- Linking tables
- Sub reports
- Charts
- Cross table reports
- Setting up reports in iET Enterprise Technology
- Troubleshooting

7.5　Course Outline