

IBM Maximo (MAS 9) Training

COURSE CONTENT

GET IN TOUCH



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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

IBM Maximo (MAS 9) training provided by Multisoft Systems is designed to equip professionals with the advanced skills needed to effectively manage enterprise assets using the IBM Maximo Asset Management System.

Module 1: Introduction to IBM Maximo

- ✓ Overview of Maximo Application Suite
- ✓ Key features and benefits of Maximo

Module 2: IT Asset Management

- ✓ Managing IT assets and equipment
- ✓ Asset lifecycle management
- ✓ Asset tracking and inventory management
- ✓ Asset depreciation and retirement

Module 3: Service Desk and Incident Management

- ✓ Incident and problem management
- ✓ Service request management
- ✓ Ticketing and workflow processes
- ✓ SLA (Service Level Agreement) management

Module 4: Change and Release Management

- ✓ Change request and change order management
- ✓ Release planning and deployment
- ✓ Change approval and tracking

Module 5: Configuration Management

- ✓ Configuration item (CI) management
- ✓ Configuration baseline and version control

Module 6: IT Asset Discovery and Inventory

- ✓ Tools and techniques for asset discovery
- ✓ Network scanning and integration

- ✓ Inventory reconciliation and data normalization

Module 7: Integration with Other Systems

- ✓ Integrating Maximo with other IT systems (e.g., ERP, CMDB)
- ✓ Data synchronization and data mapping

Module 8: Reporting and Analytics

- ✓ Creating custom reports and dashboards
- ✓ Analyzing IT asset and service data
- ✓ Key performance indicators (KPIs) and metrics

Module 9: User and Access Management

- ✓ User roles and permissions
- ✓ Access control and security settings

Module 10: Administration and Configuration

- ✓ Configuring Maximo for IT management needs
- ✓ Customizing forms, fields, and workflows
- ✓ System maintenance and backup