Training

Certero App-Centre

This course is a practical, hands-on session covering the full setup and configuration of Certero App-Centre to get your self-service software portal operational and ready to manage user requests for applications. This includes the creation and configuration of applications along with defining the associated approval processes. Certero App-Centre supports the installation of applications via Certero Distribution and Microsoft SCCM; both of these software delivery methods are also covered.

Attendee Prerequisites

- Completion of the Certero Essentials training course
- Attendees should have awareness or experience of:
  ° Creating application packages for distribution
  ° Basic software request fulfilment processes

Agenda

- Certero App-Centre overview
- Creating Packages
- Defining Procedures
- Creation of Applications
- Approver Group Configuration
- Application Rule Assignments
- Request management and reporting

Benefits of Attending

- Learn how to make App-Centre 'your own' with corporate branding
- Understand the options available to ensure appropriate software approvals aligned to your self-service processes
- Learn about how best to configure the App-Centre to give your users the best experience
- Understand the options available to ensure appropriate software approval process that is aligned to your self-service processes
- Understand App-Centre software distribution options available
- Learn about the powerful reporting capabilities to ensure you always in control
- Understand how easily and quickly you can gain a holistic view of all App-Centre activity
- Increase productivity by quickly accessing the information important to your role
- Understand the high levels of automation available within the solution including alerting and reporting

Who Should Attend

This course is aimed at staff that will be responsible for or involved in managing your internal self-service 'app store' of pre-approved applications which users can request for installation. This includes the more technical individuals who will be creating the packages that will facilitate the installation (or removal) of applications on end-user computers, and those who are responsible for managing the overall request process within your organization. Typically:

- Certero solution owner within your organization
- Service Desk Analysts
- End-User Computing Engineers
- Application Packaging & Deployment Engineers
- IT Asset Managers
- IT Asset Administrators