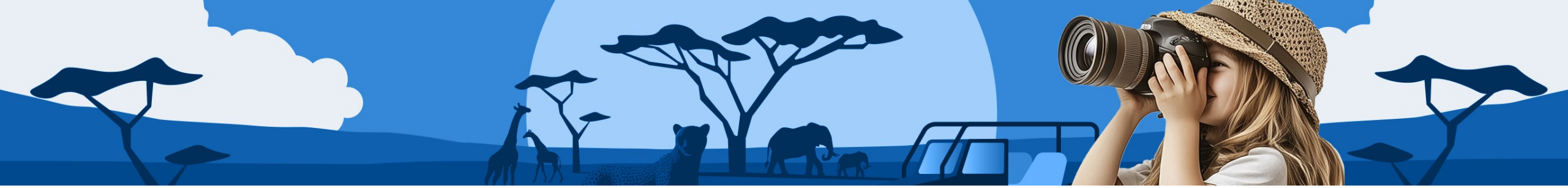
safaribootcamp

Proactivanet safari bootcamp

Training offer for the Partner Channel

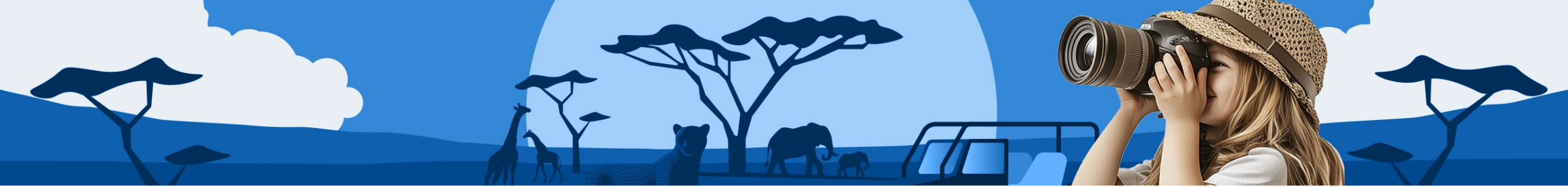
Start your journey with Proactivanet and choose the safari that best fits your needs.



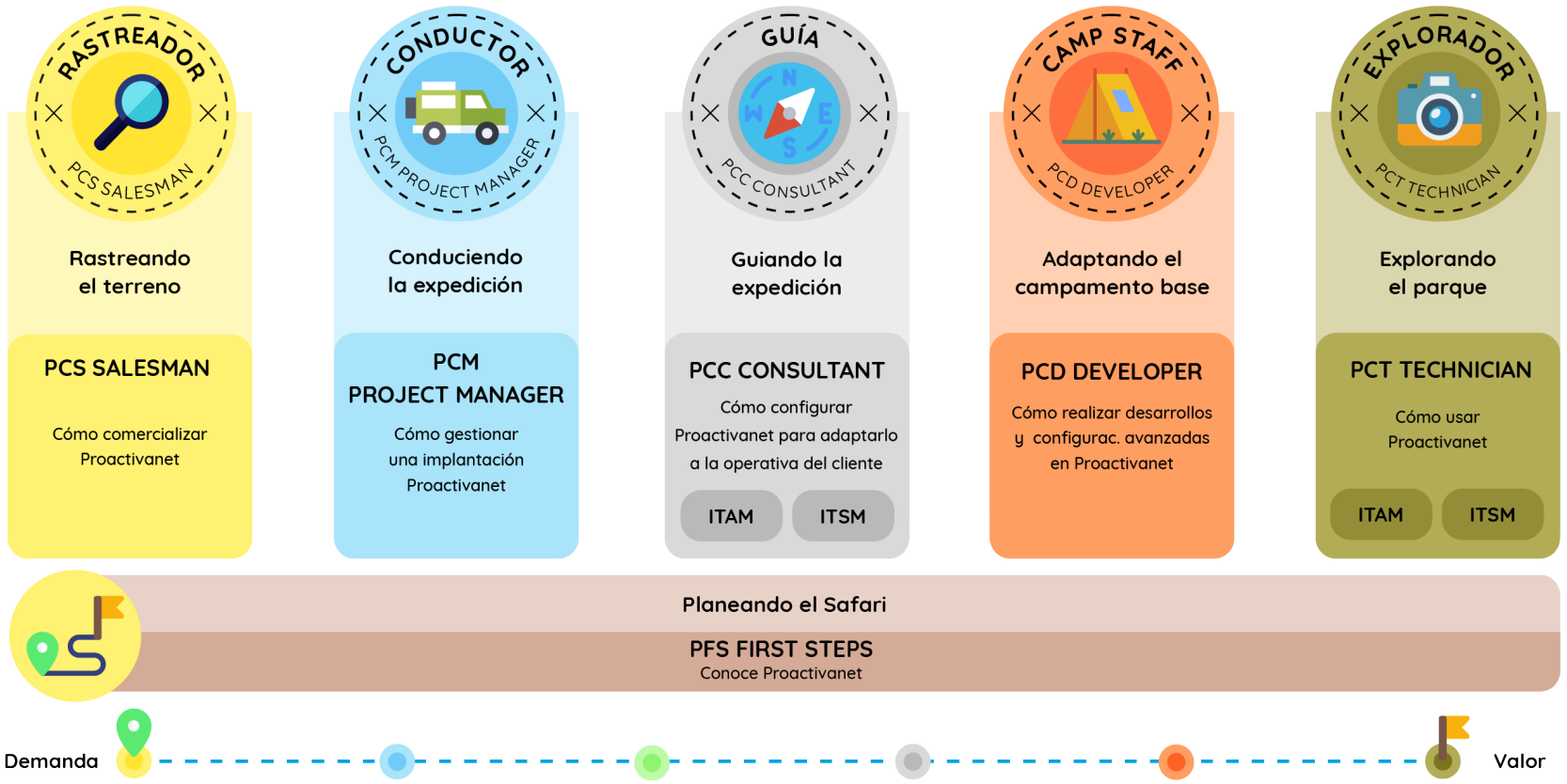
Proactivanet safari bootcamp offers a range of **training programmes**, designed to help you broaden your knowledge of the solution and tailored to your profile (user, consultant, administrator, ...).

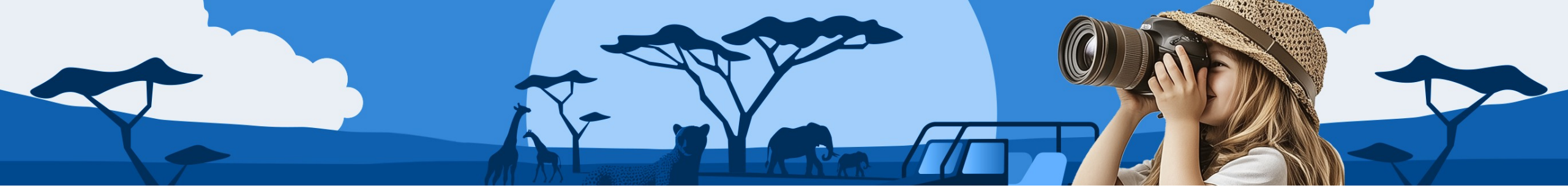
Our goal is to provide you with the support and resources you need to develop the **skills** required, depending on the stage at which you interact with Proactivanet.

- During the solution's **sales** processes
- Managing **implementation projects**
- **Configuring the tool** to adapt it to the organisation's specific operations
- **Using** the solution as part of your day-to-day work



These are the skills to develop according to your professional profile





Join this adventure and tailor your safari to your professional profile.

Every explorer has their own path. Depending on your role in the Proactivanet ecosystem, choose a learning path designed for you.

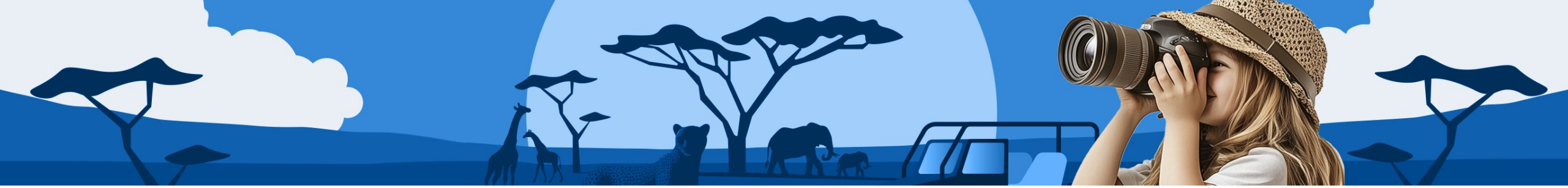
Get ready, set your target and follow the route that will lead you to master the ITSM savannah.

Partner Comercial

El Rastreador de Oportunidades

Partner Servicios

El Guía Experto



Sales Partner - Certifications

Know the terrain, understand the customer's needs and show them the value of Proactivanet as a leading solution.

AIMED AT

Professionals interested in the **sale and distribution** of Proactivanet.

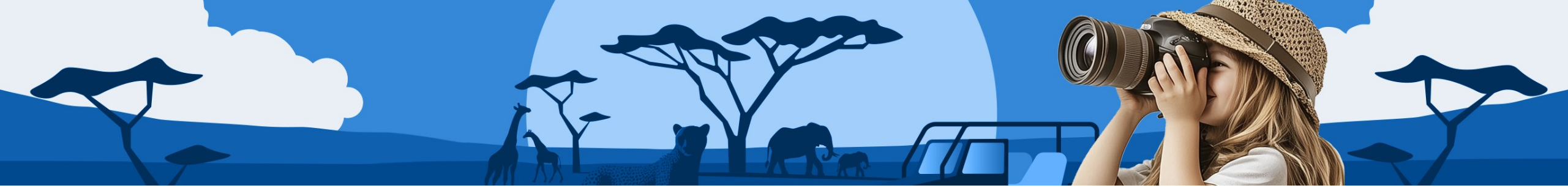
OBJECTIVE

As salespeople, we are responsible for helping our customers achieve their goals successfully. In this training programme we provide you with the resources and methodology to:

- Structure and optimise your Proactivanet sales process.
- Lay the foundations for building stable relationships with your customers.
- Incorporate real Proactivanet cases that will help you throughout your sales cycles.

BENEFITS OF JOINING THE PROGRAMME

- **Better understanding of the product**, making it easier to communicate its value effectively to customers.
- **Improved identification of sales opportunities**, supported mainly by qualification and needs-discovery techniques.
- **Higher sales success rate**: a methodology to transform your sales processes and increase your closing rate.
- **Shorter sales cycles** through methods, tools and resources that will boost your efficiency.



Services Partner - Certifications

Master the configuration and customisation of Proactivanet to take customers all the way to the end of the expedition.

AIMED AT

Consultants with **knowledge of ITIL and ITSM tool implementation**.

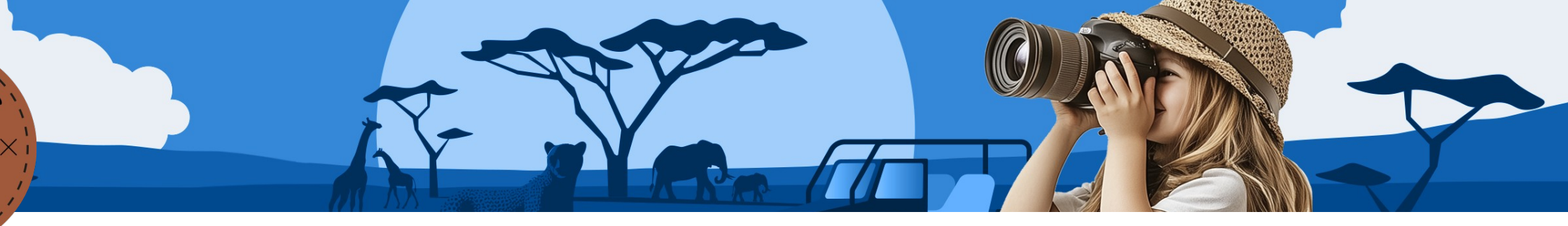
OBJECTIVE

In this training programme we provide you with the resources and methodology to:

- Successfully implement the various processes supported by Proactivanet
- Respond to customer requirements by turning them into tailored configurations of the solution.

BENEFITS OF JOINING THE PROGRAMME

- You will accelerate **your business growth** and increase **profitability**.
- You will receive **top-level specialised advice** on a world-class tool.
- You will become part of an **ecosystem of consultants** of recognised prestige, where you will be promoted professionally.



Proactivanet First Steps (PFS)

Programme of introductory courses on Proactivanet, which will give you a general understanding of how the solution works and the basic concepts it uses.

AIMED AT

Any professional interested in getting to know Proactivanet for the first time.

AVAILABLE COURSES (eLearning format)

PFS FIRST STEPS

Conoce Proactivanet

Title	Content	Duration
Getting to know Proactivanet	This course covers the following aspects of the solution in depth: • what Proactivanet offers, which modules it includes and which processes it supports • the licensing models offered by the vendor • how to access Proactivanet, and the interfaces for technicians and users • the use and exploitation of application data • help resources (Built-in Help)	3 hours
Guided tour of ITAM	In this course we show you how the solution supports the operations associated with the following processes: • Discovery & Asset Management • Configuration Management (CMDB) • Capacity and Availability Management	1 hour
Guided tour of ITSM	In this course we show you how the solution supports the operations associated with the following processes: • Incident and Request Management • Service Level Management • Knowledge Management (KB) • Problem Management • Change Management • Continuity Management	2 hours

PFS FIRST STEPS

Conoce Proactivanet

Title	Content	Duration
Remote control: how to use it	This course shows you how Proactivanet Remote Control works in general, from both the technician's and the end user's point of view.	15 min
ChaTI: how to use it	This course shows you how Proactivanet ChaTI works in general, from both the technician's and the end user's point of view.	30 min
PMM Proactivanet Maturity Model: what it is	This course introduces PMM - Proactivanet Maturity Model, Proactivanet's maturity model. This course covers the following aspects in depth: • basic principles of PMM • modules that make it up and their purpose • structure of the information that makes up the model.	2 hours

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Proactivanet Certified Salesman (PCS)

Professional certification programme to **sell and distribute** Proactivanet.

AIMED AT

Professionals interested in the **sale** of Proactivanet.

PREREQUISITES

- Completion of the courses included in **Proactivanet First Steps (PFS)**, to ensure a general knowledge of all the tool's modules.

CERTIFICATIONS

Proactivanet Certified Salesman Bronze (PCS Bronze)

CERTIFICATION VALIDITY

- 2 years

CERTIFICATION RENEWAL

- Active participation in Proactivanet sales opportunities
- Closing at least 1 sales opportunity with a Customer during the certification's validity period
- Attendance at training activities and/or events held by Proactivanet (e.g. product updates, webinars, etc.)

RASTREADOR
PCS SALESMAN

AVAILABLE COURSES (eLearning format)

Title	Content	Syllabus	Duration
PCS Bronze Certification			**Total = 8 h**
Consultative Sales Cycle	Presentation of Proactivanet's sales methodology, based on a consultative sales cycle.	• Consultative sales cycle for ITAM projects • Opportunity qualification • First meeting • Building value propositions • Guided tour of the solution • Quotation and negotiation • Proofs of concept (POC) • Sales cycle resources	6 hours
Certification exam	Completion of 2 case studies	• Exercise 1: First meeting • Exercise 2: Value proposition	2 hours

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Proactivanet Certified Manager (PCM)

Professional certification programme to properly **lead and manage** Proactivanet **implementation projects**.

AIMED AT

Professionals interested in **managing** Proactivanet implementation projects.

PREREQUISITES

- Completion of the following **Proactivanet First Steps (PFS)** courses:
  - **Getting to know Proactivanet**
  - **PMM-Proactivanet Maturity Model: what it is**

CERTIFICATIONS

Proactivanet Certified Manager Bronze (PCM Bronze)

CERTIFICATION VALIDITY

- 2 years

CERTIFICATION RENEWAL

- Participation as project manager in at least 2 Proactivanet implementation projects
- Attendance at training activities and/or events held by Proactivanet (e.g. product updates, webinars, etc.)

CONDUCTOR

PCM PROJECT MANAGER

AVAILABLE COURSES (eLearning format)

Title	Content	Syllabus	Duration
PCM Bronze Certification			**TOTAL = 4 hours**
Project management according to PMM	How to manage a project following PMM Proactivanet Maturity Model, Proactivanet's project management methodology.	• Project management phases • Activities in each phase • Deliverables per phase • Final test • Exercise 1: Kickoff preparation	4 hours

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Proactivanet Certified Consultant (PCC)

Professional certification programme for **consultants** who design the **implementation of the various processes** supported by Proactivanet, adapting the solution to the internal processes of the customer's organisation.

AIMED AT

Consultants with **knowledge of ITIL and ITSM tool implementation**.

PREREQUISITES

- Completion of the following **Proactivanet First Steps (PFS)** courses:
  - **Getting to know Proactivanet**
  - **PMM-Proactivanet Maturity Model: what it is**

Proactivanet Certified Consultant (PCC)

ITAM CERTIFICATIONS

- Proactivanet Certified Consultant ITAM Bronze (PCC ITAM Bronze)
- Proactivanet Certified Consultant ITAM Silver (PCC ITAM Silver)
- Proactivanet Certified Consultant ITAM Gold (PCC ITAM Gold)

ITSM CERTIFICATIONS

- Proactivanet Certified Consultant ITSM Bronze (PCC ITSM Bronze)
- Proactivanet Certified Consultant ITSM Silver (PCC ITSM Silver)
- Proactivanet Certified Consultant ITSM Gold (PCC ITSM Gold)

CERTIFICATION VALIDITY

- 2 years

CERTIFICATION RENEWAL

- Participation as a consultant in Proactivanet implementation projects.
- Attendance at training activities and/or events held by Proactivanet (e.g. product updates, webinars, etc.)

GUÍA
PCC CONSULTANT

AVAILABLE COURSES (eLearning format)

Title	Content	Syllabus	Duration
PCC ITAM Bronze Certification			**Total = 40 h**
Suppliers and Contracts – Implementation and admin.	How to implement and administer the Suppliers & Contracts module.	• Supplier and Contract Mgmt. implementation guide. • Assignment of roles and permissions • Classification of suppliers and contracts • Supplier and contract lifecycle • Module information management	3 hours
Discovery – Deployment of audit agents	How to design and execute the Proactivanet audit agent deployment plan	• Introduction to Proactivanet Discovery • Deployment Plan design • Audit agent deployment methods	16 hours
Asset Mgmt. – Implementation and admin.	How to implement and administer the Asset Management process.	• Asset Mgmt. implementation guide • Asset Mgmt. administration • Assignment of roles and permissions • Locations • Hardware Management • Software Management • General configuration settings • Security • Software Distribution • Performance monitoring • Manual asset creation. Data import.	16 hours
CyberITAM	Cybersecurity management with Proactivanet	• Introduction to cybersecurity • Detection of unknown devices • Management of: Antivirus, Firewalls, HD Encryption, VPN, Windows Update, third-party SW updates	3 hours
Certification exam	Multiple-choice questionnaire. Completion of a case study.		2 hours

GUÍA
PCC CONSULTANT

Title	Content	Syllabus	Duration
PCC ITAM Silver Certification			**Total = 4 h**
CMDB – Implementation and admin.	How to implement and administer a CMDB.	• Configuration Mgmt. (CMDB) implementation guide • Configuration Mgmt. (CMDB) administration • Assignment of roles and permissions • Scope configuration (CI types, relationships) • CI lifecycle (statuses, automatic deletion) • CI form customisation • Populating the CMDB. Manual and automatic creation. • Baselines	2 hours
Certification exam	Multiple-choice questionnaire. Completion of a case study.		2 hours
PCC ITAM Silver Certification			**Total = 4 h**
Availability and Capacity Mgmt. – Implementation and admin.	How to implement and administer the processes: • Availability Mgmt. • Capacity Mgmt.	• Availability and Capacity Mgmt. implementation guide. • Availability and Capacity Mgmt. administration. • Assignment of roles and permissions • General settings (required fields, custom fields, notifications) • CI monitoring configuration • Availability views. Capacity views • Maintenance windows • Availability and Capacity dashboards • Availability and Capacity plans	2 hours
Certification exam	Multiple-choice questionnaire. Completion of a case study.		2 hours

GUÍA
PCC CONSULTANT

Title	Content	Syllabus	Duration
PCC ITSM Bronze Certification			**Total = 40 h**
Incident and Request Mgmt. – Implementation and admin.	How to implement and administer the processes: • Incident Mgmt. • Request Mgmt. • Service Level Mgmt. • Knowledge Mgmt.	• Incident and Request Mgmt. implementation guide • Incident and request lifecycle • Incident and Request Mgmt. administration • Assignment of roles and permissions • Administration of general settings (customers, types, categ., …) • Staff organisation • Classification and Prioritisation criteria • Form adaptation • User Portal • Satisfaction surveys • Service Level Mgmt. implementation guide • SLA, OLA and UC lifecycle • Service Level Mgmt. administration • Assignment of roles and permissions • Calendar definition • Definition of SLAs, OLAs and UCs • Monitoring of SLA, OLA and UC compliance • Knowledge Mgmt. (KB) implementation guide • KB topic lifecycle • Knowledge Mgmt. (KB) administration • Assignment of roles and permissions • Categorisation and publication of KB topics • Form adaptation • Topic rating	38 hours
Certification exam	Multiple-choice questionnaire. Completion of a case study.		2 hours

GUÍA
PCC CONSULTANT

Title	Content	Syllabus	Duration
PCC ITSM Silver Certification			**Total = 8 h**
Service Portfolio and Catalogue Mgmt., Problem Mgmt. and Change Mgmt. – Implementation and admin.	How to implement and administer the processes: • Service Portfolio and Catalogue • Problem Mgmt. • Change and Release Mgmt.	• Catalogue Mgmt. implementation guide • Catalogue Mgmt. administration • Service lifecycle • Assignment of roles and permissions • Configuration of general settings (criticality levels, processes, required fields, additional info, …) • Creating and managing a service • Integration with the CMDB and other processes • Problem Mgmt. implementation guide • Problem lifecycle • Problem Mgmt. administration • Configuration of general settings (categories, costs, impacts, …) • Assignment of roles and permissions • Change and Release Mgmt. implementation guide • Change and Release Mgmt. administration • Change and release lifecycle • Assignment of roles and permissions • Configuration of general settings (types, categories, CABs, approvals, tasks, milestones, …)	6 hours
Certification exam	Multiple-choice questionnaire. Completion of a case study.		2 hours

GUÍA
PCC CONSULTANT

Title	Content	Syllabus	Duration
PCC ITSM Gold Certification			**Total = 4 h**
Continuity Mgmt. – Implementation and admin.	How to implement and administer Continuity Mgmt.	• Continuity Mgmt. implementation guide • Continuity Mgmt. administration • Assignment of roles and permissions • Configuration of general settings • Creating BIAs • Risk Management • Creating DRPs • Integration with the KB	2.5 hours
Certification exam	Multiple-choice questionnaire. Completion of a case study.		1.5 hours

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Proactivanet Certified Technician (PCT)

Certification programme for professionals who rely on Proactivanet in the **regular performance of their work**.

AIMED AT

Staff who use Proactivanet in their daily work: systems technicians, Service Desk operators, ...

PREREQUISITES

- Completion of the **Getting to know Proactivanet** course from **Proactivanet First Steps (PFS)**

Proactivanet Certified Technician (PCT)

ITAM CERTIFICATIONS

Proactivanet Certified Technician ITAM Bronze (PCT ITAM Bronze)

Proactivanet Certified Technician ITAM Silver (PCT ITAM Silver)

Proactivanet Certified Technician ITAM Gold (PCT ITAM Gold)

ITSM CERTIFICATIONS

Proactivanet Certified Technician ITSM Bronze (PCT ITSM Bronze)

Proactivanet Certified Technician ITSM Silver (PCT ITSM Silver)

Proactivanet Certified Technician ITSM Gold (PCT ITSM Gold)

CERTIFICATION VALIDITY

- 2 years

CERTIFICATION RENEWAL

- Proven experience using Proactivanet as a technician.
- Attendance at training activities and/or events held by Proactivanet (e.g. product updates, webinars, etc.)

EXPLORADOR
PCT TECHNICIAN

AVAILABLE COURSES (eLearning format)

Title	Content	Syllabus	Duration
PCT ITAM Bronze Certification			**Total = 4 h**
Suppliers and Contracts – how to manage them with Proactivanet	How to use and exploit the Suppliers & Contracts module.	• Supplier record: what information it contains • Contract record: what information it contains • Importing Suppliers and Contracts	1 hour
Asset Mgmt. – how to use and exploit the information	How to use and exploit the Asset Management module.	• Key concepts (asset lifecycle, locations, HW classifications) • Device inventory: HW and SW • Performance monitoring • Additional information: manufacturers, users, events, …	3 hours
Certification exam	Multiple-choice questionnaires.		
PCT ITAM Silver Certification			**Total = 2 h**
CMDB – how to use it.	How to use and exploit the CMDB module.	• Introduction to Configuration Mgmt. (CMDB) • CI record: what information it contains • Relationship map • Additional information: risks, threats, … • Reporting • Populating the CMDB	2 hours
Certification exam	Multiple-choice questionnaires.		
PCT ITAM Gold Certification			
Availability and Capacity Mgmt. – how to use it.	How to use and exploit the modules: •Availability Mgmt. •Capacity Mgmt.	• Introduction to Capacity and Availability Mgmt. • Asset Mgmt.: monitoring information on an Asset • CMDB: monitoring and capacity/availability information on a CI • Viewing Capacity and Availability globally • Reporting	2 hours
Certification exam	Multiple-choice questionnaires.		

EXPLORADOR
PCT TECHNICIAN

Title	Content	Syllabus	Duration
PCT ITSM Bronze Certification			**Total = 6 h**
Incidents and Requests: how to manage them with Proactivanet	How to use the modules: • Incident Mgmt. and Request Mgmt. • Service Level Mgmt. • Knowledge Mgmt. • Service Catalogue	• How to log and manage a ticket. • How to run ticket queries. • How ticket service levels are managed • How to access and use the KB • What the service catalogue brings to incident and request management	6 hours
Certification exam	Multiple-choice questionnaires.		
PCT ITSM Silver Certification			**Total = 4 h**
Problems: how to manage them with Proactivanet	How to use the Problem Mgmt. module in Proactivanet.	• Problems: how they are logged, managed and closed	2 hours
Changes: how to manage them with Proactivanet	How to use the Change Mgmt. module in Proactivanet.	• Changes: how they are logged, approved, planned, executed and closed.	2 hours
Certification exam	Multiple-choice questionnaires.		
PCT ITSM Gold Certification			**Total = 2 h**
Service Continuity Management: how to manage it with Proactivanet	How to use the Continuity Mgmt. module	• Impact analysis (BIA) • Risk analysis • Recovery plans (DRPs) • Consulting the KB and SLAs during a contingency	2 hours
Certification exam	Multiple-choice questionnaires.		

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Proactivanet Certified Developer (PCD)

Professional certification programme for specialised technicians who want to offer technical services related to information exploitation (development of metrics, listings, reports) and integration with external *Business Intelligence (BI)* systems.

AIMED AT

Technicians with **knowledge of data models and information exploitation**.

PREREQUISITES

- Knowledge of databases and SQL.

Proactivanet Certified Developer (PCD)

CERTIFICATIONS

Proactivanet Certified Developer Bronze (PCD Bronze)

Proactivanet Certified Developer Silver (PCD Silver)

Proactivanet Certified Developer Gold (PCD Gold)

CERTIFICATION VALIDITY

- 2 years

CERTIFICATION RENEWAL

- Proven experience providing technical services of this kind to Proactivanet customers.
- Attendance at training activities and/or events held by Proactivanet (e.g. product updates, webinars, etc.)

CAMP STAFF
PCD DEVELOPER

AVAILABLE COURSES (eLearning format)

Title	Content	Syllabus	Duration
PCD Bronze Certification			**Total = 8 h**
Metrics and dashboards	Development of **Dashboard metrics**, enabling information to be exploited according to customers' specific needs	• Proactivanet Database Entity/Relationship Model and Data Dictionary. • Development of metrics for the Proactivanet Dashboard.	
Certification exam	Hands-on exercises using the tool.		
PCD Silver Certification			**Total = 8 h**
BI+	Development of **custom listings**, enabling information to be exploited according to customers' specific needs	• Development of custom listings to integrate into Proactivanet.	
Certification exam	Hands-on exercises using the tool.		
PCD Gold Certification			**Total = 16 h**
	Development of **integrations with external BI systems** (Business Intelligence).	• Integration methods with external BI systems (Qlik, Power BI, Tableau, ...)	
Certification exam	Hands-on exercises using the tool.		

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