

Nlyte™ Workflow

DESCRIPTION

The Nlyte Workflow module is a web-based workflow engine that enables the modelling of complex business processes. During the Nlyte workflow training course, attendees will learn how to model an organization's business process using the Nlyte workflow process designer including: task creation, creating relationships between tasks, grouping responsibilities and managing the conditions that determine how and when a task is started and completed. After defining the business process during part one of the training course, part two will cover managing and facilitating the service requests through to completion.

PRE-REQUISITES

Students must have completed the Nlyte Standard training prior and have a working knowledge of the datacenter processes currently in operation to attending this class.

DURATION

1 Day. 9:30am – 4:30pm

Class Size

6 Delegates

Introduction

- What is Workflow?

The User Interface

- Accessing Workflow

To Do - Viewing Requests

- Viewing an active requests
- Copying Requests

To Do - Viewing Open Tasks

- Changing the view filter

To Do - Performing an Advance Search

Build - Process Designer

- Creating a process
- Modelling the workflow process
- Defining the properties of the process and its activities
- Setting branch conditions
- Adding parallel activities to a process

Build - Form Builder

- Creating Forms
- Attaching forms to a process and setting its properties
- Setting a forms display properties

Import and Export

- Importing a process
- Exporting a process

Create Request

- Raising a new request
- Raising a new request to create multiple assets