Nlyte™ Workflow

DESCRIPTION

The Nlyte control application 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 are required to have completed the Nlyte Standard training course and have a working knowledge of the data center processes currently in operation.

DURATION

1 Day. 9:30am – 4:30pm

COURSE CONTENT

INTRODUCTION
• Nlyte Workflow

THE USER INTERFACE
• Accessing Workflow

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

FORM BUILDER
• Creating forms
• Attaching forms to a process and setting its properties
• Setting a form's display properties

IMPORT AND EXPORT
• Importing a process
• Exporting a process

RAISING A REQUEST
• Initiating a request

VIEWING REQUESTS
• Viewing active requests
• Copying requests

VIEWING OPEN TASKS
• Changing the view filter

NOTE: Additional Workflow workshop days may be purchased. The goal of the workshop will be to have a trainer on hand to guide you in creating your processes in Nlyte. An example of the process you would like to create must be provided prior to the workshop.