MERCURY

ECM Administration I Training Course

13 – 17 September 2027
Rome (Italy)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
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ECM Administration I Training Course

Ref: 15772_326449 **Date:** 13 – 17 September 2027 **Location:** Rome (Italy) **Fees:** 7200 Euro

Introduction:

The ECM Administration I training course comprehensively introduces the essential concepts and functionalities of Enterprise Content Management ECM systems. This course will equip participants with the foundational knowledge and practical skills required to administer ECM platforms effectively.

This ECM Administration I training teaches attendees about system configuration, user and security management, document management, and basic workflow setups. Ideal for IT professionals, system administrators, and content managers, it focuses on optimizing the use of ECM systems to streamline document handling, enhance compliance, and improve information governance within an organization.

The ECM Administration I training course provides an in-depth understanding of Enterprise Content Management ECM, offering insights into its definition, benefits, and best practices. This enterprise content management training covers the fundamentals of ECM processes and systems, equipping participants with the knowledge needed to implement effective ECM solutions.

Attendees will explore key ECM tools and technologies and learn the role of an ECM administrator in managing enterprise content management systems. Designed for aspiring ECM and content management system administrators, this course highlights best practices for overseeing ECM systems administration, ensuring streamlined, efficient content management across organizational frameworks.

Targeted Groups:

- IT Administrators.
- System Administrators.
- Content Managers.
- Records Managers.
- Information Governance Professionals.
- Compliance Officers.
- Document Control Specialists.
- ECM Support Staff.
- Digital Transformation Teams.
- Project Managers overseeing ECM implementation.

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Course Objectives:

At the end of this ECM Administration I course, the participants will be able to:

- Understand the key concepts and principles of Enterprise Content Management systems.
- Learn to configure and customize ECM platforms for organizational needs.
- Develop skills in managing user access and roles within the ECM system.
- Acquire knowledge in document management practices and metadata utilization.
- Gain expertise in setting up basic workflows to automate document processes.
- Understand compliance requirements and how to enforce information governance.
- Learn troubleshooting techniques to address common ECM issues.
- Controller data backup and recovery processes to ensure information integrity.
- Enhance performance monitoring skills to optimize system efficiency.
- Foster collaboration between teams to improve ECM implementation and usage.

Targeted Competencies:

By the end of this ECM Administration I training, the participant's competencies will:

- ECM System Configuration.
- User and Role Management.
- Document Management Best Practices.
- Security and Access Control.
- Workflow Automation Setup.
- Metadata Management.
- Compliance and Information Governance.
- Troubleshooting and System Maintenance.
- Data Backup and Recovery.
- Performance Monitoring and Optimization.

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Course Content:

Unit 1: Introduction to Enterprise Content Management ECM:

- Define Enterprise Content Management and its significance.
- Explore the components of an ECM system.
- Discuss the lifecycle of content within an organization.
- Identify different types of content managed by ECM systems.
- Examine the benefits of implementing an ECM solution.
- Review industry standards and best practices in ECM.

Unit 2: System Configuration and Setup:

- Understand the requirements for ECM system installation.
- Learn how to configure system settings for optimal performance.
- Explore options for customizing user interfaces.
- Set up document libraries and repositories.
- Manage system integrations with other software applications.
- Implement necessary security settings and access controls.

Unit 3: User and Role Management:

- Learn the importance of user roles in ECM systems.
- Understand how to create and manage user accounts.
- Explore role-based access control RBAC principles.
- Discuss best practices for user provisioning and de-provisioning.
- Examine how to assign permissions to users and groups.
- Review monitoring and auditing of user activities for compliance.

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Unit 4: Document Management Practices:

- Understand document lifecycle management in ECM.
- Learn how to create, store, and retrieve documents efficiently.
- Explore metadata tagging and its significance.
- Discuss version control and document collaboration features.
- Implement workflows for document approval and review processes.
- Examine retention policies and document archiving strategies.

Unit 5: Troubleshooting and Maintenance:

- Identify common issues encountered in ECM systems.
- Learn troubleshooting techniques for user access problems.
- Understand system performance monitoring tools.
- Explore regular maintenance tasks for optimal system operation.
- Discuss backup and recovery processes for critical content.
- Review strategies for continuous improvement and user feedback.