

10965: IT Service Management with System Center Service Manager

Duration: 5 Days

Method: Instructor-Led

Course Description

This course will provide participants with the key knowledge required to deploy and configure System Center 2012 R2 Service Manager.

Target Audience

This course is intended for:

- Cloud and Datacenter Administrators
 - Who are new to System Center 2012 R2 Service Manager and are responsible for deploying, configuring and operating it in their cloud or datacenter.
 - Who are already familiar with Service Manager and want to upgrade their skills to include the new features found in System Center 2012 R2 Service Manager.

Prerequisites

To attend this course, participants should have:

- Working knowledge of Windows Server® 2008 R2 and Windows Server® 2012.
- Working knowledge of SQL Server® 2008 R2 and SQL® Server 2012.

Course Objectives

Upon successful completion of this course, participants will be able to:

- Describe Service Manager 2012 R2.
- Install Service Manager 2012 R2.
- Describe Service Manager usage cases.
- Configure base settings in Service Manager 2012 R2.
- Configure Incident and Problem Management.
- Configure Activity, Change, and Release Management.
- Configure and Manage Service Requests.
- Automate business processes with Service Manager and Orchestrator.
- Configure Service Level Management.
- Customize the Self-Service Portal.
- Use Reports and Analyze Data in Service Manager.
- Perform advanced troubleshooting and disaster recovery in Service Manager.
- Customize Service Manager Forms.



Course Content

Module 1: Service Management Overview

- Business Drivers Behind IT Service Management
- Introduction to Microsoft System Center 2012 R2
- System Center 2012 R2 Service Manager Overview and Key Features
- Adopting ITIL/MOF Best Practices with Service Manager
- Aligning IT Service Management Requirements to Service Manager

Module 2: Installing System Center 2012 R2 Service Manager

- System Center 2012 R2 Service Manager Architecture and Core Components
- Hardware, Software and Security Requirements
- Planning and Sizing a System Center 2012 R2 Service Manager Deployment
- Installing System Center 2012 R2 Service Manager
- Installing and Configuring the Service Manager Self-Service Portal
- Overview of the Service Manager Console
- Upgrading to System Center 2012 Service Manager

Module 3: Key Concepts and Features

- Overview of Management Packs
- Overview of the Service Manager CMDB
- Managing Activities
- Managing Workflows
- Managing Templates
- Security and User Roles

Module 4: Configuring Service Manager for Your Environment

- System Center 2012 R2 Service Manager Initial Configuration
- Configuring Business Services
- Configuring Access for your Support Teams
- Configuring Notifications

Module 5: Integrating Service Manager with the Hybrid Cloud

- Integrating Service Manager with Active Directory® and other System Center Components
- Integrating Service Manager with Exchange

Module 6: Managing Incidents and Problems

- The Definition of an Incident and a Problem
- Managing Incidents
- Managing Problems
- Using Queues and Views with Incidents and Problems

Module 7: Managing Changes and Releases

- Managing Change Requests
- Managing Release Records



Course Content, *Continued*

Module 8: Configuring and Managing the Service Catalog

- The Service Catalog, Request Offerings and Service Offerings
- Managing Service Requests and Catalog Groups
- The Self-Service Portal

Module 9: Automating Business Processes with Orchestrator

- Overview of Orchestrator
- Configuring Runbooks in Orchestrator
- Configuring Integration between Orchestrator and Service Manager
- Creating a Request Offering in Service Manager to Initiate a Runbook in Orchestrator

Module 10: Configuring Service Level Management

- Configuring Service Level Management
- Viewing Service Level Agreement (SLA) Information in Service Manager

Module 11: Using Reports and Analyzing Data in Service Manager

- Running Reports in System Center 2012 R2 Service Manager
- Configuring and Running Data Warehouse Jobs
- Troubleshooting failed Data Warehouse Jobs
- Data Warehouse Cubes

Module 12: Advanced Troubleshooting and Disaster Recovery

- Performing Advanced Troubleshooting in Service Manager
- Performing Disaster Recovery in Service Manager

Module 13: Creating Forms and Items in Service Manager Using the Service Manager Authoring Tool

- Key Concepts in Creating and Customizing Forms in the Service Manager Authoring Tool
- Creating New and Customized Forms by Using the Service Manager Authoring Tool

LABS INCLUDED

