

10965 - IT Service Management with System Center Service Manager

Duration: 4 days

Overview:

This four day course will provide students with the key knowledge required to deploy and configure System Center 2012 SP1 Service Manager. Using hands-on labs, students will learn the following:

- Where Service Manager sits within the System Center 2012 SP1 product
- What business and technical needs Service Manager is designed to meet
- How Service Manager aligns itself to ITIL® and MOF
- How to architect and implement a System Center 2012 SP1 Service Manager deployment
- How to upgrade an existing Service Manager 2010 environment to System Center 2012 SP1
- How to customise System Center 2012 SP1 Service Manager to be in line with corporate standards
- How to configure Incident and Problem Management
- How to configure Activity, Change and Release Management
- How to configure Service Requests
- How to configure Service Level Management
- How to customise the Self-Service Portal
- How to configure Reporting and Analysis
- How to configure compliance with the Process Pack for IT GRC

Target Audience:

This course is intended for cloud and datacenter administrators who are new to System Center 2012 SP1 Service Manager and are responsible for deploying, configuring and operating it in their cloud or datacenter. This course is also intended for cloud and datacenter administrators who are already familiar with Service Manager and want to upgrade their skills to include the new features found in System Center 2012 SP1 Service Manager.

Module 1: Service Management Overview

Lessons

- Introduction to Microsoft System Center 2012
- System Center 2012 SP1 Service Manager Overview and key features
- ITIL® & MOF Service Management
- Adopting ITIL®/MOF Best Practices with Service Manager

Lab : Exploring the Service Manager Console

- Exploring Work Items in Service Manager
- Exploring Configuration Items in Service Manager

Module 2: Installing System Center 2012 SP1 Service Manager

Lessons

- System Center 2012 SP1 Service Manager Architecture and Core Components
- Hardware and Software Requirements
- Security Requirements
- Installing System Center 2012 SP1 Service Manager
- Upgrading to System Center 2012 Service Manager

Lab : Installing System Center 2012 SP1 Service Manager

- Install the Service Manager Management Group
- Install the Data Warehouse Management Group and Register the Service Manager Management Group with the Data Warehouse Management Group
- Install the Service Manager Self-Service Portal and Confirm a Successful Installation

Lab : Upgrading to System Center 2012 Service Manager

- Backup the Service Manager 2010 Environment
- Upgrade Service Manager 2010 to System Center 2012 Service Manager

Module 3: Configuring base settings in Service Manager

Lessons

- System Center 2012 SP1 Service Manager Base Configuration
- Configuring Notifications
- Integrating System Center 2012 SP1 Service Manager using Connectors
- Configuring the Exchange Connector
- Configuring Business Services

Lab : Configuring System Center 2012 SP1 Service Manager

- Configure Service Manager Settings
- Configure the Active Directory Connector
- Configure User Roles
- Configure Notifications
- Configure System Center Connectors
- Configure the Exchange Connector
- Configure Business Services

Module 4: Configuring Incident and Problem Management

Lessons

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

Lab : Configuring Incident and Problem Management

- Create an Incident using the Service Manager Console
- Create an Incident Template
- Using Incident Templates
- Group Incidents and create a Problem Record
- Create Queues and Views to filter Incidents

Pre-requisites:

Before attending this course, students must have:

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

At Course Completion:

After completing this course, students will be able to:

- Describe the key features of System Center 2012 SP1.
- Describe System Center 2012 SP1 Service Manager.
- Describe the key methodologies adopted using ITIL® and MOF.
- Describe how System Center 2012 SP1 Service Manager adopts best practices using ITIL and MOF.
- Describe the System Center 2012 SP1 Service Manager Architecture and Core Components.
- Describe the Hardware and Software Requirements of System Center 2012 SP1 Service Manager.
- Describe the Security Requirements of System Center 2012 SP1 Service Manager.
- Install System Center 2012 SP1 Service Manager.
- Upgrade Service Manager 2010 to System Center 2012 SP1 Service Manager.
- Describe System Center 2012 Service Manager Base Configuration.
- Configure Notifications.
- Integrate System Center 2012 Service Manager using Connectors.
- Configure the Exchange Connector.
- Configure Business Services.
- [Read on...](#)

Module 5: Configuring Activity, Change and Release Management

Lessons

- Managing Activities in Service Manager
- Configuring Change Management
- Configuring Release Management

Lab : Configuring Change and Release Management

- Create a Change Request with Review Activities
- Approve Activities and complete the Change Request
- Create a Release Record to control a software update deployment
- Create a Change Request and link Activities in the Release Record
- Configure Release Record Workflow Rules for Notification

Module 6: Configuring and Managing Service Requests

Lessons

- The Service Catalog, Request Offerings and Service Offerings
- Managing Service Requests and Catalog Groups
- The Self-Service Portal
- Datacenter Resource Provisioning with the Cloud Services Process Pack

Lab : Configuring Service Requests

- Create a Request Offering
- Create a Service Offering and include the Request Offering
- Submit a Service Request in the Self-Service Portal and then fulfill the Service Request in the Service Manager Console
- Raise an Incident from the Self-Service Portal and Resolve it in the Service Manager Console
- Install the Cloud Services Process Pack
- Configure the Cloud Services Process Pack
- Provision a Virtual Machine using the Cloud Services Process Pack

Module 7: Configuring Service Level Management

Lessons

- Configuring Service Level Management
- Viewing SLA information in Service Manager

Lab : Configuring Service Level Management

- Create a Service Level Objective for an Incident SLA
- Create a Service Level Objective for a Service Request SLA
- Configure SLA Notifications

Module 8: Customising the Self-Service Portal

Lessons

- Components of the Self-Service Portal
- Customising the Self-Service Portal

Lab : Customising the Self-Service Portal

- Change the Title and Image
- Enable multi-lingual support in the Self-Service Portal
- Add a new Navigation link to the Self-Service Portal

Module 9: Using Reports and Analysing Data in Service Manager

Lessons

- Running Reports in System Center 2012 SP1 Service Manager
- Configuring and Running Data Warehouse Jobs
- Troubleshooting failed Data Warehouse Jobs
- Data Warehouse Cubes

Lab : Configuring Reports and Analysing Service Manager Data

- Configuring, Running and Exporting Reports
- Configuring Data Warehouse Job Schedules
- Viewing the Status of Data Warehouse Jobs
- Managing the Analysis Library
- Analysing Cube Data

Module 10: Configuring Compliance with the Process Pack for IT GRC

Lessons

- Overview of the Process Pack for IT GRC
- Installing the Process Pack for IT GRC
- Creating a Control Management Program
- Managing a Control Management Program

Lab : Installing and Configuring the Process Pack for IT GRC

- Installing the Process Pack for IT GRC
- Create an IT GRC Control Management Program
- Edit a Control Management Program using Microsoft Excel
- Create an Exception and a Risk in the Control Management Program
- Use the Process Pack for IT GRC Reports to Confirm Compliance