

IT Service Management with System Center Service Manager (M10965)

Course Code: 6508

Discover how to architect and implement a System Center 2012 R2 Service Manager deployment.

In this course, you will learn how to deploy and configure System Center 2012 R2 Service

Manager. You will learn how to upgrade an existing Service Manager environment and how to customize System Center 2012 R2 Service Manager to be in line with corporate standards.

Discover how Service Manager manages changes in the IT environment by configuring activity, change, and release management. You will also learn how to run reports in Service Manager including how to manage and maintain the data warehouse jobs and cubes on which reports rely.

This course incorporates materials from the Official Microsoft Learning Product 10965: IT

**Microsoft
Official Courseware (dMOC)**

What You'll Learn

- Key features of System Center 2012 R2 Service Manager
- How Service Manager adopts best practices using ITIL® and Microsoft Operations Framework (MOF)
- Architecting and implementing a System Center 2012 R2 Service Manager deployment
- Upgrading an existing Service Manager 2010 environment to System Center 2012
- Customizing System Center 2012 R2 Service Manager to be in line with corporate standards
- Configuring incident and problem management
- Configuring activity, change, and release management
- Configuring service requests

- Configuring service level management
- Customizing the self-service portal
- Configuring reporting and analysis
- Troubleshooting Service Manager and perform disaster recovery

Who Needs to Attend

- 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
- 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 R2 Service Manager

Prerequisites

- Working knowledge of Windows Server 2008 R2 and Windows Server 2012
- Working knowledge of SQL Server 2008 R2 and SQL Server 2012
- An understanding of the IT management processes that are included with ITIL and MOF

Follow-On Courses

- Monitoring and Operating a Private Cloud (M20246)
- Configuring and Deploying a Private Cloud (M20247)

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VIRTUAL CLASSROOM LIVE

\$2,995 USD

5 days

Virtual Classroom Live Outline

1. Service Management Overview
 - Introduction to Microsoft System Center 2012 R2
 - System Center 2012R2 Service Manager Overview and Key Features
 - Adopting ITIL/MOF Best Practices with Service Manager
 - Aligning IT Service Management Requirements to Service Manager
2. Installing System Center 2012 R2 Service Manager
 - System Center 2012 R2 Service Manager Architecture and Core Components
 - Hardware, Software, and Security Requirements
 - Installing System Center 2012 R2 Service Manager
 - Overview of the Service Manager Console
 - Upgrading to System Center 2012 Service Manager
3. Configuring Service Manager for Your Environment
 - System Center 2012 R2 Service Manager Initial Configuration
 - Configuring Business Services
 - Configuring Access for Support Teams
 - Configuring Notifications
4. Integrating Service Manager with the Hybrid Cloud
 - Integrating Service Manager with Active Directory and Other System Center Components
 - Integrating Service Manager with Exchange
5. Managing Incidents and Problems
 - The Definition of an Incident and a Problem
 - Managing Incidents
 - Managing Problems
 - Using Queues and Views with Incidents and Problems
6. Managing Changes and Releases
 - Managing Change Requests
 - Managing Release Records
7. Configuring and Managing the Service Catalog
 - The Service Catalog, Request Offerings, and Service Offerings
 - Managing Service Requests and Catalog Groups
 - The Self-Service Portal
8. Automating Business Processes with Orchestrator

- Overview of Orchestrator
 - Configuring Runbook in Orchestrator
 - Creating a Request Offering in Service Manager to Initiate a Runbook in Orchestrator
9. Configuring Service Level Management
- Configuring Service Level Management
 - Viewing SLA Information in Service Manager
10. 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
11. Advanced Troubleshooting and Disaster
- Performing Advanced Troubleshooting in Service Manager
 - Performing Disaster Recovery in Service Manager
12. Creating Custom Forms and Items in Service Manager
- Key Concepts in Creating Customized Forms
 - Creating a Customized Form Using the Authoring Console

Virtual Classroom Live Labs

Lab 1: Installing System Center 2012 R2 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 2: Upgrading to System Center 2012 Service Manager

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

Lab 3: Configuring System Center Service Manager

- Configure Service Manager Settings
- Importing a Distributed Application Diagram from Operations Manager Configure

Notifications

Lab 4: Configuring Connectors in Service Manager

- Configure System Center Connectors
- Configure the Exchange Connector

Lab 5: 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

Lab 6: 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
 - Configure Release Record Workflow Rules for Notification
- Lab 7: Configuring Service Requests
- Create a Request Offering
 - Create a Service Offering and include the Request Offering
- Lab 8: Automating IT Processes in Service Manager
- Automating a Request Offering
 - Automating a Service Request
- Lab 9: 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
- Lab 10: Configuring Reports and Analyzing Service Manager Data
- Configuring, Running, and Exporting Reports
 - Configuring Data Warehouse Job Schedules
 - Viewing the Status of Data Warehouse Jobs
 - Managing the Analysis Library
 - Analyzing Cube Data
- Lab 11: Performing Disaster Recovery in Service Manager
- Recovering from a Failed Service Manager Management Server
 - Recovering from a Failed Service Manager Data Warehouse Management Server
 - Recovering from a Failed Service Manager database
- Lab 12: Creating Customized Forms using the Authoring Tool
- Extending the Incident Class
 - Customizing the Default Incident Form
 - Seal the Management Pack
 - Import the Management Pack and Use the Updated Incident Form

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