
Mastering System Center 2012 Service Manager

Varighed: 3 Days Kursus Kode: MSCSM12

Beskrivelse:

This three days course is created by Brian Fahrenholtz, MCT.

This course is intended for Service Management Administrators, Enterprise Systems Engineers and Administrators who need to implement Service Management using System Center Service Manager 2012 (SCSM). The class is continuously updated to cover the latest release of the product.

This course syllabus should be used to determine whether the course is appropriate for you, based on your current skills and technical training needs.

Målgruppe:

An understanding of the System Center Suite is desirable, but not needed
Virtualization Technologies: Hyper-V and Windows Server 2008 R2
Basic Knowledge of PowerShell

Agenda:

- **After completing this course, students will be able to:**
 - Describe and understand the logical architecture of a Service Manager infrastructure
 - Deploying Service Manager
 - Configure Connectors
 - Create and modify Management Packs
 - Working with User Roles
 - Create and modify Views
 - Working with Enumeration lists
 - Create Notifications
 - Working with Templates and Workflows
 - Working with Activity, Change, Incident, Problem, Release and Service Request Management
 - Working with Configuration Items
 - Create Request and Service Offerings
 - Working with SLA in Service Manager
 - Create and working with Excel Reports
 - Customize Service Manager Forms with the Authoring Tool.
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Forudsætninger:

Before attending this course, students must have:

- Experience with Windows Server 2008 R2 Administration
 - Basic understanding of Active Directory
 - Basic understanding of Network communication
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Indhold:

System Center Service Manager Installation

- Install Service Manager Management Server
- Install Service Manager Data Warehouse
- Register with Service Manager Data Warehouse
- Install Service Manager Portal
- Configure portal redirection and SharePoint permissions
- Install Service Manager Console

Configure Connectors

- Create and configure Active Directory connector
- Create and configure Exchange Connector
- Create and configure Configuration Manager connector
- Import from CSV

Working with Work Items

- Configure Incident and Problem Settings
- Create Incidents
- Create a Service Request
- Creating Change Request and Activities
- Create a Release Record

Management Packs

- Create and prepare Management Packs
- Sealing a Management Pack

Customize Enumeration Lists

Create and edit Views (basic and advanced with XML editing)

Create different User Roles

Notifications

- Create a Notification Channel
- Create a 'New Incident Created' notification
- Create a 'Service Request Completed' notification
- Create two Activity notification subscriptions

Templates and Workflows

- Create templates
- Create an Incident workflow for Printing Problems

Working with Configuration Items

- Create a Business Service

Request and Service Offerings

- Create Incident Request Offering
- Create Service Request Offering

Working with SLA in Service Manager

- Create a SLO for Incidents

Reports

- Modify permission on SQL Report Server
- Run default reports from Service Manager console
- Create Analysis Library
- Analyze Service Manager data in Excel

Customize Service Manager Forms

- Extend Service Request Class
- Customize Incident Form

Flere Informationer:

For yderligere informationer eller booking af kursus, kontakt os på tlf.nr.: 44 88 18 00

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