

System Center 2012 Service Manager

Duration: 5 Days Course Code: M55009

Overview:

This five-day course teaches students how to design, deploy and maintain Service Manager 2012 within their organizations. Students are introduced to the various System Center 2012 products and will learn how Service Manager 2012 is designed and deployed within the System Center suite.

In addition, students will learn how to customize the end user experience and automate service request responses, as well as learn best practices for using Service Manager 2012. This course incorporates hands-on learning opportunities so students can practice applying business solutions to real-world scenarios. After completion, students will have the skills necessary to manage Service Manager 2012 for maximum business benefit.

Target Audience:

This course is designed for IT professionals and business analysts who already have prerequisite technical knowledge of the underlying infrastructure and components that integrate with Service Manager 2012. These IT professionals are primarily responsible for implementing a service desk and need in-depth knowledge of Service Manager 2012.

Objectives:

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| ■ Explain the role of Service Manager 2012 and the entire System Center suite. | ■ Utilize lists, queues and templates. |
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| ■ Describe the fundamentals of MOF and ITIL as they relate to Service Manager 2012. | ■ Implement incident, change, release and service level management. |
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| ■ Discuss the overall architecture and design considerations for Service Manager 2012. | ■ Design workflows for automated incident routing and escalation. |
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| ■ Install and configure Service Manager 2012. | ■ Configure the Service Manager 2012 environment. |
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| ■ Import and configure management packs. | ■ Create service offerings and request offerings and customize the Self-Service Portal. |
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| ■ Populate Service Manager 2012's Configuration Management Database (CMDB). | ■ Implement runbook automation activities with Orchestrator 2012. |
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| ■ Establish role-based security. | ■ List System Center 2012 Service Pack 1 updates. |
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| ■ Extend the functionality of Service Manager 2012 using connectors. | ■ Integrate Service Manager 2012 with the System Center 2012 suite. |
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Prerequisites:

- Windows Server 2008 R2 operating system.
 - Active Directory Domain Services (AD DS).
 - PowerShell and SQL Server Reporting Services.
 - Service Manager (helpful but not required).
 - Administration of other System Center 2012 products (helpful but not required).
 - Information Technology Infrastructure Library (ITIL) or Microsoft Operations Framework (MOF) (helpful but not required).
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Content:

Module 1: Introduction to System Center 2012 Service Manager

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- Module 11: Using the Self-Service Portal
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Warehouse Management Server	Introducing ITIL and MOF Defining the Role of a Service Desk	Analyzing Deployment Scenarios
Navigating the Service Manager Console	Applying ITIL and MOF to Service Manager 2012	Preparing to Deploy Service Manager 2012
Registering the Data Warehouse	Lab : Applying ITIL and MOF to Service Manager 2012	Installing the Service Manager Management Server
Working with Management Packs	Examining the Service Manager 2012 Architecture	Installing the Service Manager Data Warehouse Management Server
Lab : Registering Service Manager with the Data WarehouseLab : Exploring the Service Manager ConsoleLab : Using PowerShell for Management Packs	Designing Service Manager 2012	Navigating the Service Manager Console
Defining Role-Based Access Control	Analyzing Deployment Scenarios	Registering the Data Warehouse
Examining Service Manager 2012 Security	Preparing to Deploy Service Manager 2012	Working with Management Packs
Configuring User Roles in Service Manager 2012	Installing the Service Manager Management Server	Lab : Registering Service Manager with the Data WarehouseLab : Exploring the Service Manager ConsoleLab : Using PowerShell for Management Packs
Lab : Managing Service Manager 2012 Security	Installing the Service Manager Data Warehouse Management Server	Defining Role-Based Access Control
Defining the Configuration Management Database	Navigating the Service Manager Console	Examining Service Manager 2012 Security
Considering the Role of Connectors	Registering the Data Warehouse	Configuring User Roles in Service Manager 2012
Installing and Configuring Connectors	Working with Management Packs	Lab : Managing Service Manager 2012 Security
Importing Data Using CSV Files	Lab : Registering Service Manager with the Data WarehouseLab : Exploring the Service Manager ConsoleLab : Using PowerShell for Management Packs	Defining the Configuration Management Database
Lab : Creating ConnectorsLab : Scripting Using PowerShell cmdlet	Defining Role-Based Access Control	Considering the Role of Connectors
Introducing Incident Management	Examining Service Manager 2012 Security	Installing and Configuring Connectors
Configuring Incident Management Settings	Configuring User Roles in Service Manager 2012	Importing Data Using CSV Files
Configuring Problem Management Settings	Lab : Managing Service Manager 2012 Security	Lab : Creating ConnectorsLab : Scripting Using PowerShell cmdlet
Customizing Incident Management Lists	Defining the Configuration Management Database	Introducing Incident Management
Customizing Incident Management Views	Considering the Role of Connectors	Configuring Incident Management Settings
Creating Incident Requests	Installing and Configuring Connectors	Configuring Problem Management Settings
Creating Incident Request Templates	Importing Data Using CSV Files	Customizing Incident Management Lists
Using Templates with Incidents Requests	Lab : Creating ConnectorsLab : Scripting Using PowerShell cmdlet	Customizing Incident Management Views
Creating Incident Management Event Workflows	Introducing Incident Management	Creating Incident Requests
Lab : Working with Incident Requests	Configuring Incident Management Settings	Creating Incident Request Templates
Introducing Change Management and Activity Management	Configuring Problem Management Settings	Using Templates with Incidents Requests
Implementing a Change Management Process	Customizing Incident Management Lists	Creating Incident Management Event Workflows
Examining Activities in Service Manager 2012	Customizing Incident Management Views	Lab : Working with Incident Requests
Customizing Change Management Lists	Creating Incident Requests	Introducing Change Management and Activity Management
Customizing Change Management Views	Creating Incident Request Templates	Implementing a Change Management Process
Creating Change Requests and Activities	Using Templates with Incidents Requests	Examining Activities in Service Manager 2012
Creating Change Request Templates	Creating Incident Management Event Workflows	Customizing Change Management Lists
Creating Change and Activity Management Workflows	Lab : Working with Incident Requests	Customizing Change Management Views
Lab : Working with Change Requests	Introducing Change Management and Activity Management	Creating Change Requests and Activities
Introducing Release Management	Implementing a Change Management Process	Creating Change Request Templates
Customizing Release Management Lists	Examining Activities in Service Manager 2012	Creating Change and Activity Management Workflows
Customizing Release Management Views	Customizing Change Management Lists	Lab : Working with Change Requests
Creating Release Records	Customizing Change Management Views	Introducing Release Management
Creating Release Record Templates	Creating Change Requests and Activities	Customizing Release Management Lists
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Lab : Working with Release Records	Creating Change and Activity Management Workflows	Creating Release Records
Introducing Service Level Management	Lab : Working with Change Requests	Creating Release Record Templates
Creating a New Calendar Item	Introducing Release Management	Creating Release Management Event Workflows
Creating a New Metric Item	Customizing Release Management Lists	Lab : Working with Release Records
Creating a New Service Level Objective		Introducing Service Level Management
Configuring Notifications		Creating a New Calendar Item
Lab : Creating a Service Level Objective in Service Manager 2012		Creating a New Metric Item
Introducing the Self-Service Portal		Creating a New Service Level Objective
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Creating Service Offerings and Request Offerings		Lab : Creating a Service Level Objective in
Customizing the Self-Service Portal		

- Lab : Working with the Self-Service Portal
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Module 4: Installing and Configuring Service Manager 2012

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- Integrating Orchestrator 2012 with Service Manager 2012
- Lab : Automating User Creation with a Runbook Automation Activity through the Self-Service Portal
- Introducing System Center 2012 Service Pack 1
- Deploying Service Pack 1
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Module 13: Orchestrator 2012 and Service Manager 2012 Integration

- Examining Service Manager 2012 Security
- Configuring User Roles in Service Manager 2012
- Lab : Managing Service Manager 2012 Security
- Defining the Configuration Management Database
- Considering the Role of Connectors
- Installing and Configuring Connectors
- Importing Data Using CSV Files
- Lab : Creating ConnectorsLab : Scripting Using PowerShell cmdlet
- Introducing Incident Management
- Configuring Incident Management Settings
- Configuring Problem Management Settings
- Customizing Incident Management Lists
- Customizing Incident Management Views
- Creating Incident Requests
- Creating Incident Request Templates
- Using Templates with Incidents Requests
- Creating Incident Management Event Workflows
- Lab : Working with Incident Requests
- Introducing Change Management and Activity Management
- Implementing a Change Management Process
- Examining Activities in Service Manager 2012
- Customizing Change Management Lists
- Customizing Change Management Views
- Creating Change Requests and Activities
- Creating Change Request Templates
- Creating Change and Activity Management Workflows
- Lab : Working with Change Requests
- Introducing Release Management
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- Customizing Release Management Views
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- Creating Release Record Templates
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- Lab : Working with Release Records
- Introducing Service Level Management
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- Creating a New Metric Item
- Creating a New Service Level Objective
- Configuring Notifications
- Lab : Creating a Service Level Objective in Service Manager 2012
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- Introducing the Service Catalog
- Creating Service Offerings and Request Offerings
- Customizing the Self-Service Portal
- Lab : Working with the Self-Service Portal
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- Introducing ITIL and MOF Defining the Role of a Service Desk
- Applying ITIL and MOF to Service Manager 2012
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- Designing Service Manager 2012
- Analyzing Deployment Scenarios
- Preparing to Deploy Service Manager 2012
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- Installing the Service Manager Data Warehouse Management Server
- Navigating the Service Manager Console
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- Working with Management Packs
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- Creating Change Requests and Activities

<ul style="list-style-type: none"> WorkspacesLab : Verifying the Data Warehouse RegistrationLab : Running Reports in Service Manager 2012 Introducing Orchestrator 2012 Navigating Orchestrator 2012 Interfaces Creating Runbooks Working with Integration Packs Integrating Orchestrator 2012 with Service Manager 2012 Lab : Automating User Creation with a Runbook Automation Activity through the Self-Service Portal Introducing System Center 2012 Service Pack 1 Deploying Service Pack 1 This module consists of three labs. They are meant to be done either at the end of one of the System Center 2012 classes or as a stand-alone lab. There may be steps that students have already covered in previous labs. 	<ul style="list-style-type: none"> Examining the Service Manager 2012 Architecture Designing Service Manager 2012 Analyzing Deployment Scenarios Preparing to Deploy Service Manager 2012 Installing the Service Manager Management Server Installing the Service Manager Data Warehouse Management Server Navigating the Service Manager Console Registering the Data Warehouse Working with Management Packs Lab : Registering Service Manager with the Data WarehouseLab : Exploring the Service Manager ConsoleLab : Using PowerShell for Management Packs Defining Role-Based Access Control Examining Service Manager 2012 Security Configuring User Roles in Service Manager 2012 Lab : Managing Service Manager 2012 Security Defining the Configuration Management Database Considering the Role of Connectors Installing and Configuring Connectors Importing Data Using CSV Files Lab : Creating ConnectorsLab : Scripting Using PowerShell cmdlet Introducing Incident Management Configuring Incident Management Settings Configuring Problem Management Settings Customizing Incident Management Lists Customizing Incident Management Views Creating Incident Requests Creating Incident Request Templates Using Templates with Incidents Requests Creating Incident Management Event Workflows Lab : Working with Incident Requests Introducing Change Management and Activity Management Implementing a Change Management Process Examining Activities in Service Manager 2012 Customizing Change Management Lists Customizing Change Management Views Creating Change Requests and Activities Creating Change Request Templates Creating Change and Activity Management Workflows Lab : Working with Change Requests Introducing Release Management Customizing Release Management Lists Customizing Release Management Views Creating Release Records Creating Release Record Templates Creating Release Management Event Workflows Lab : Working with Release Records 	<ul style="list-style-type: none"> Creating Change Request Templates Creating Change and Activity Management Workflows Lab : Working with Change Requests Introducing Release Management Customizing Release Management Lists Customizing Release Management Views Creating Release Records Creating Release Record Templates Creating Release Management Event Workflows Lab : Working with Release Records Introducing Service Level Management Creating a New Calendar Item Creating a New Metric Item Creating a New Service Level Objective Configuring Notifications Lab : Creating a Service Level Objective in Service Manager 2012 Introducing the Self-Service Portal Introducing the Service Catalog Creating Service Offerings and Request Offerings Customizing the Self-Service Portal Lab : Working with the Self-Service Portal Introducing the Data Warehouse Navigating the Data Warehouse Workspaces Defining Data Warehouse Jobs Exploring Different Data Warehouse Reports Configuring Data Retention Settings Using Windows PowerShell cmdlets Lab : Exploring the Data Warehouse WorkspacesLab : Verifying the Data Warehouse RegistrationLab : Running Reports in Service Manager 2012 Introducing Orchestrator 2012 Navigating Orchestrator 2012 Interfaces Creating Runbooks Working with Integration Packs Integrating Orchestrator 2012 with Service Manager 2012 Lab : Automating User Creation with a Runbook Automation Activity through the Self-Service Portal Introducing System Center 2012 Service Pack 1 Deploying Service Pack 1 This module consists of three labs. They are meant to be done either at the end of one of the System Center 2012 classes or as a stand-alone lab. There may be steps that students have already covered in previous labs.
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Runbook Automation Activity through the Self-Service Portal

- Introducing System Center 2012 Service Pack 1
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2012

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Module 5: Managing Service Manager 2012 Security

- History and Evolution of System Center 2012

- Offerings
- Customizing the Self-Service Portal
- Lab : Working with the Self-Service Portal
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- Configuring Incident Management Settings
- Configuring Problem Management Settings
- Customizing Incident Management Lists
- Customizing Incident Management Views
- Creating Incident Requests
- Creating Incident Request Templates
- Using Templates with Incidents Requests
- Creating Incident Management Event Workflows
- Lab : Working with Incident Requests
- Introducing Change Management and Activity Management
- Implementing a Change Management Process
- Examining Activities in Service Manager 2012
- Customizing Change Management Lists
- Customizing Change Management Views
- Creating Change Requests and Activities
- Creating Change Request Templates
- Creating Change and Activity Management Workflows
- Lab : Working with Change Requests
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- Customizing Release Management Lists
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- Lab : Creating a Service Level Objective in Service Manager 2012
- Introducing the Self-Service Portal
- Introducing the Service Catalog
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- Customizing the Self-Service Portal
- Lab : Working with the Self-Service Portal
- Introducing the Data Warehouse
- Navigating the Data Warehouse Workspaces
- Defining Data Warehouse Jobs
- Exploring Different Data Warehouse Reports
- Configuring Data Retention Settings
- Using Windows PowerShell cmdlets
- Lab : Exploring the Data Warehouse WorkspacesLab : Verifying the Data

- Installing and Configuring Connectors
- Importing Data Using CSV Files
- Lab : Creating ConnectorsLab : Scripting Using PowerShell cmdlet
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- Configuring Problem Management Settings
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- Lab : Exploring the Data Warehouse WorkspacesLab : Verifying the Data Warehouse RegistrationLab : Running Reports in Service Manager 2012
- Introducing Orchestrator 2012
- Navigating Orchestrator 2012 Interfaces

- Deploying Service Pack 1
- This module consists of three labs. They are meant to be done either at the end of one of the System Center 2012 classes or as a stand-alone lab. There may be steps that students have already covered in previous labs.

Module 14: System Center 2012 Service Pack 1

- History and Evolution of System Center 2012
- System Center 2012 Product Suite
- System Center 2012 Licensing
- System Center 2012 Service Manager
- Lab : Setting Up the Initial Lab EnvironmentLab : Introducing System Center 2012
- Introducing ITIL and MOF Defining the Role of a Service Desk
- Applying ITIL and MOF to Service Manager 2012
- Lab : Applying ITIL and MOF to Service Manager 2012
- Examining the Service Manager 2012 Architecture
- Designing Service Manager 2012
- Analyzing Deployment Scenarios
- Preparing to Deploy Service Manager 2012
- Installing the Service Manager Management Server
- Installing the Service Manager Data Warehouse Management Server
- Navigating the Service Manager Console
- Registering the Data Warehouse
- Working with Management Packs
- Lab : Registering Service Manager with the Data WarehouseLab : Exploring the Service Manager ConsoleLab : Using PowerShell for Management Packs
- Defining Role-Based Access Control
- Examining Service Manager 2012 Security
- Configuring User Roles in Service Manager 2012
- Lab : Managing Service Manager 2012 Security
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<ul style="list-style-type: none"> Warehouse RegistrationLab : Running Reports in Service Manager 2012 Introducing Orchestrator 2012 Navigating Orchestrator 2012 Interfaces Creating Runbooks Working with Integration Packs Integrating Orchestrator 2012 with Service Manager 2012 Lab : Automating User Creation with a Runbook Automation Activity through the Self-Service Portal Introducing System Center 2012 Service Pack 1 Deploying Service Pack 1 This module consists of three labs. They are meant to be done either at the end of one of the System Center 2012 classes or as a stand-alone lab. There may be steps that students have already covered in previous labs. 	<ul style="list-style-type: none"> Creating Runbooks Working with Integration Packs Integrating Orchestrator 2012 with Service Manager 2012 Lab : Automating User Creation with a Runbook Automation Activity through the Self-Service Portal Introducing System Center 2012 Service Pack 1 Deploying Service Pack 1 This module consists of three labs. They are meant to be done either at the end of one of the System Center 2012 classes or as a stand-alone lab. There may be steps that students have already covered in previous labs. 	<ul style="list-style-type: none"> Using Templates with Incidents Requests Creating Incident Management Event Workflows Lab : Working with Incident Requests Introducing Change Management and Activity Management Implementing a Change Management Process Examining Activities in Service Manager 2012 Customizing Change Management Lists Customizing Change Management Views Creating Change Requests and Activities Creating Change Request Templates Creating Change and Activity Management Workflows Lab : Working with Change Requests Introducing Release Management Customizing Release Management Lists Customizing Release Management Views Creating Release Records Creating Release Record Templates Creating Release Management Event Workflows Lab : Working with Release Records Introducing Service Level Management Creating a New Calendar Item Creating a New Metric Item Creating a New Service Level Objective Configuring Notifications Lab : Creating a Service Level Objective in Service Manager 2012 Introducing the Self-Service Portal Introducing the Service Catalog Creating Service Offerings and Request Offerings Customizing the Self-Service Portal Lab : Working with the Self-Service Portal Introducing the Data Warehouse Navigating the Data Warehouse Workspaces Defining Data Warehouse Jobs Exploring Different Data Warehouse Reports Configuring Data Retention Settings Using Windows PowerShell cmdlets Lab : Exploring the Data Warehouse WorkspacesLab : Verifying the Data Warehouse RegistrationLab : Running Reports in Service Manager 2012 Introducing Orchestrator 2012 Navigating Orchestrator 2012 Interfaces Creating Runbooks Working with Integration Packs Integrating Orchestrator 2012 with Service Manager 2012 Lab : Automating User Creation with a Runbook Automation Activity through the Self-Service Portal Introducing System Center 2012 Service Pack 1 Deploying Service Pack 1 This module consists of three labs. They are meant to be done either at the end of one of the System Center 2012 classes or
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- Lab : Automating User Creation with a Runbook Automation Activity through the

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- Lab : Registering Service Manager with the Data WarehouseLab : Exploring the Service Manager ConsoleLab : Using PowerShell for Management Packs
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- Lab : Managing Service Manager 2012 Security
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- Considering the Role of Connectors
- Installing and Configuring Connectors
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- Lab : Creating ConnectorsLab : Scripting Using PowerShell cmdlet
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- Customizing Incident Management Views
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- Creating Incident Management Event Workflows
- Lab : Working with Incident Requests
- Introducing Change Management and Activity Management
- Implementing a Change Management Process

Self-Service Portal

- Introducing System Center 2012 Service Pack 1
- Deploying Service Pack 1
- This module consists of three labs. They are meant to be done either at the end of one of the System Center 2012 classes or as a stand-alone lab. There may be steps that students have already covered in previous labs.

Module 6: Extending Service Manager 2012 with Connectors

- History and Evolution of System Center 2012
- System Center 2012 Product Suite
- System Center 2012 Licensing
- System Center 2012 Service Manager
- Lab : Setting Up the Initial Lab EnvironmentLab : Introducing System Center 2012
- Introducing ITIL and MOF Defining the Role of a Service Desk
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- Lab : Applying ITIL and MOF to Service Manager 2012
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- Introducing Incident Management
- Configuring Incident Management Settings
- Configuring Problem Management Settings
- Customizing Incident Management Lists
- Customizing Incident Management Views

Runbook Automation Activity through the Self-Service Portal

- Introducing System Center 2012 Service Pack 1
- Deploying Service Pack 1
- This module consists of three labs. They are meant to be done either at the end of one of the System Center 2012 classes or as a stand-alone lab. There may be steps that students have already covered in previous labs.
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- System Center 2012 Product Suite
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- Lab : Setting Up the Initial Lab EnvironmentLab : Introducing System Center 2012
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- Applying ITIL and MOF to Service Manager 2012
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- Designing Service Manager 2012
- Analyzing Deployment Scenarios
- Preparing to Deploy Service Manager 2012
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- Lab : Registering Service Manager with the Data WarehouseLab : Exploring the Service Manager ConsoleLab : Using PowerShell for Management Packs
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- Examining Activities in Service Manager 2012
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- Lab : Working with Change Requests
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- Lab : Automating User Creation with a Runbook Automation Activity through the Self-Service Portal
- Introducing System Center 2012 Service Pack 1
- Deploying Service Pack 1
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- History and Evolution of System Center 2012

- Creating Incident Requests
- Creating Incident Request Templates
- Using Templates with Incidents Requests
- Creating Incident Management Event Workflows
- Lab : Working with Incident Requests
- Introducing Change Management and Activity Management
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- Customizing Incident Management Views
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- Lab : Working with Incident Requests
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Exploring Service Pack 1 and Service Manager 2012

Module 15: System Center 2012 Integration

- History and Evolution of System Center 2012
- System Center 2012 Product Suite

- Examining Activities in Service Manager 2012
- Customizing Change Management Lists
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- Creating a New Service Level Objective
- Configuring Notifications
- Lab : Creating a Service Level Objective in Service Manager 2012
- Introducing the Self-Service Portal
- Introducing the Service Catalog
- Creating Service Offerings and Request Offerings
- Customizing the Self-Service Portal
- Lab : Working with the Self-Service Portal
- Introducing the Data Warehouse
- Navigating the Data Warehouse Workspaces
- Defining Data Warehouse Jobs
- Exploring Different Data Warehouse Reports
- Configuring Data Retention Settings
- Using Windows PowerShell cmdlets
- Lab : Exploring the Data Warehouse WorkspacesLab : Verifying the Data Warehouse RegistrationLab : Running
- Reports in Service Manager 2012
- Introducing Orchestrator 2012
- Navigating Orchestrator 2012 Interfaces
- Creating Runbooks
- Working with Integration Packs
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- Lab : Automating User Creation with a Runbook Automation Activity through the Self-Service Portal
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- Workflows
- Lab : Working with Incident Requests
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- Implementing a Change Management Process
- Examining Activities in Service Manager 2012
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- Customizing Change Management Views
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- Considering the Role of Connectors
- Installing and Configuring Connectors
- Importing Data Using CSV Files
- Lab : Creating ConnectorsLab : Scripting Using PowerShell cmdlet
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- Configuring Incident Management Settings
- Configuring Problem Management Settings
- Customizing Incident Management Lists
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- Examining Activities in Service Manager 2012
- Customizing Change Management Lists
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- Examining the Service Manager 2012 Architecture
- Designing Service Manager 2012
- Analyzing Deployment Scenarios
- Preparing to Deploy Service Manager 2012
- Installing the Service Manager Management Server
- Installing the Service Manager Data Warehouse Management Server
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- Configuring Incident Management Settings
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- Customizing Incident Management Lists
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- Creating Incident Requests
- Creating Incident Request Templates
- Using Templates with Incidents Requests
- Creating Incident Management Event Workflows
- Lab : Working with Incident Requests
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- Customizing Change Management Lists
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- Introducing Release Management
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- Lab : Working with Release Records

Manager 2012 <ul style="list-style-type: none"> Examining the Service Manager 2012 Architecture Designing Service Manager 2012 Analyzing Deployment Scenarios Preparing to Deploy Service Manager 2012 Installing the Service Manager Management Server Installing the Service Manager Data Warehouse Management Server Navigating the Service Manager Console Registering the Data Warehouse Working with Management Packs Lab : Registering Service Manager with the Data WarehouseLab : Exploring the Service Manager ConsoleLab : Using PowerShell for Management Packs Defining Role-Based Access Control Examining Service Manager 2012 Security Configuring User Roles in Service Manager 2012 Lab : Managing Service Manager 2012 Security Defining the Configuration Management Database Considering the Role of Connectors Installing and Configuring Connectors Importing Data Using CSV Files Lab : Creating ConnectorsLab : Scripting Using PowerShell cmdlet Introducing Incident Management Configuring Incident 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Creating a New Metric Item 	2012 <ul style="list-style-type: none"> System Center 2012 Product Suite System Center 2012 Licensing System Center 2012 Service Manager Lab : Setting Up the Initial Lab EnvironmentLab : Introducing System Center 2012 Introducing ITIL and MOF Defining the Role of a Service Desk Applying ITIL and MOF to Service Manager 2012 Lab : Applying ITIL and MOF to Service Manager 2012 Examining the Service Manager 2012 Architecture Designing Service Manager 2012 Analyzing Deployment Scenarios Preparing to Deploy Service Manager 2012 Installing the Service Manager Management Server Installing the Service Manager Data Warehouse Management Server Navigating the Service Manager Console Registering the Data Warehouse Working with Management Packs Lab : Registering Service Manager with the Data WarehouseLab : Exploring the Service Manager ConsoleLab : Using PowerShell for Management Packs Defining Role-Based Access Control Examining Service Manager 2012 Security Configuring 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- Creating a New Service Level Objective
 - Configuring Notifications
 - Lab : Creating a Service Level Objective in Service Manager 2012
 - Introducing the Self-Service Portal
 - Introducing the Service Catalog
 - Creating Service Offerings and Request Offerings
 - Customizing the Self-Service Portal
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Module 10: Service Level Management

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- Navigating the Service Manager Console
- Registering the Data Warehouse
- Working with Management Packs
- Lab : Registering Service Manager with the Data WarehouseLab : Exploring the Service Manager ConsoleLab : Using PowerShell for Management Packs
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- Creating Release Management Event Workflows
- Lab : Working with Release Records
- Introducing Service Level Management
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- Creating a New Metric Item
- Creating a New Service Level Objective
- Configuring Notifications
- Lab : Creating a Service Level Objective in Service Manager 2012
- Introducing the Self-Service Portal
- Introducing the Service Catalog
- Creating Service Offerings and Request Offerings
- Customizing the Self-Service Portal
- Lab : Working with the Self-Service Portal
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- Navigating the Data Warehouse Workspaces
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- Exploring Different Data Warehouse Reports
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- Lab : Exploring the Data Warehouse WorkspacesLab : Verifying the Data Warehouse RegistrationLab : Running Reports in Service Manager 2012
- Introducing Orchestrator 2012
- Navigating Orchestrator 2012 Interfaces
- Creating Runbooks
- Working with Integration Packs
- Integrating Orchestrator 2012 with Service Manager 2012
- Lab : Automating User Creation with a Runbook Automation Activity through the Self-Service Portal
- Introducing System Center 2012 Service Pack 1
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- System Center 2012 Product Suite
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- Applying ITIL and MOF to Service Manager 2012
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- Examining the Service Manager 2012 Architecture
- Designing Service Manager 2012
- Analyzing Deployment Scenarios
- Preparing to Deploy Service Manager 2012
- Installing the Service Manager Management Server
- Installing the Service Manager Data Warehouse Management Server
- Navigating the Service Manager Console
- Registering the Data Warehouse
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- Lab : Registering Service Manager with the Data WarehouseLab : Exploring the Service Manager ConsoleLab : Using PowerShell for Management Packs
- Defining Role-Based Access Control
- Examining Service Manager 2012 Security
- Configuring User Roles in Service Manager 2012
- Lab : Managing Service Manager 2012 Security
- Defining the Configuration Management Database
- Considering the Role of Connectors
- Installing and Configuring Connectors
- Importing Data Using CSV Files
- Lab : Creating ConnectorsLab : Scripting Using PowerShell cmdlet
- Introducing Incident Management
- Configuring Incident Management Settings
- Configuring Problem Management Settings
- Customizing Incident Management Lists
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- Creating Incident Requests
- Creating Incident Request Templates
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- Creating Incident Management Event Workflows
- Lab : Working with Incident Requests
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- Implementing a Change Management Process
- Examining Activities in Service Manager 2012
- Customizing Change Management Lists
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- Creating Change Request Templates
- Creating Change and Activity Management Workflows
- Lab : Working with Change Requests
- Introducing Release Management
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Further Information:

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