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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:

- Explain the role of Service Manager 2012 and the entire System Center suite.

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- Describe the fundamentals of MOF and ITIL as they relate to Service Manager 2012.

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- Discuss the overall architecture and design considerations for Service Manager 2012.

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- Install and configure Service Manager 2012.

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- Import and configure management packs.

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- Populate Service Manager 2012's Configuration Management Database (CMDB).

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- Establish role-based security.

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- Extend the functionality of Service Manager 2012 using connectors.

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- Utilize lists, queues and templates.

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- Implement incident, change, release and service level management.

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- Design workflows for automated incident routing and escalation.

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- Configure the Service Manager 2012 environment.

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- Create service offerings and request offerings and customize the Self-Service Portal.

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- Implement runbook automation activities with Orchestrator 2012.

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- List System Center 2012 Service Pack 1 updates.

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- Integrate Service Manager 2012 with the System Center 2012 suite.

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).

Content:

Module 1: Introduction to System Center 2012 Service Manager

- 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
- 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
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- Lab : Managing Service Manager 2012 Security
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- Importing Data Using CSV Files
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- Introducing Incident Management
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- Configuring Problem Management Settings
- Customizing Incident Management Lists
- Customizing Incident Management Views
- Creating Incident Requests
- Creating Incident Request Templates
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- Creating Incident Management Event Workflows
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- Using Templates with Incidents Requests
- 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

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
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- Creating Runbooks
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Module 7: Incident Management

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- Customizing Incident Management Views
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- 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
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- 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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- Configuring Incident Management Settings
- Configuring Problem Management Settings
- Customizing Incident Management Lists
- Customizing Incident Management Views
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- 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

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- Lab : Setting Up the Initial Lab EnvironmentLab : Introducing System Center 2012
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- Installing the Service Manager Management Server
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- Introducing Incident Management
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- Configuring Problem Management Settings
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- 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

- 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
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- 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
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- 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
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- Lab : Exploring the Data Warehouse WorkspacesLab : Verifying the Data Warehouse RegistrationLab : Running
- Reports in Service Manager 2012
- Introducing Orchestrator 2012
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- 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
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- Creating Runbooks
- Working with Integration Packs
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- Installing the Service Manager Management Server
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- Registering the Data Warehouse
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- 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
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- Lab : Working with Release Records
- Introducing Service Level Management
- Creating a New Calendar Item

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- Configuring Incident Management Settings
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- Examining Activities in Service Manager 2012
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- Customizing Change Management Views
- Creating Change Requests and Activities
- Creating Change Request Templates

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- Introducing Release Management
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- Customizing Release Management Views
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- 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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Module 11: Using the Self-Service Portal

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- Introducing ITIL and MOF Defining the Role of a Service Desk
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- Examining the Service Manager 2012 Architecture
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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
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- Creating Change Requests and Activities
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- Lab : Working with Change Requests
- Introducing Release Management
- Customizing Release Management Lists
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- Creating a New Calendar Item
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- Customizing the Self-Service Portal

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- Installing the Service Manager Data Warehouse Management Server
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- Introducing Release Management
- Customizing Release Management Lists

- Analyzing Deployment Scenarios
- Preparing to Deploy Service Manager 2012
- Installing the Service Manager Management Server
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- Navigating the Data Warehouse Workspaces
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- Using Windows PowerShell cmdlets
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- Introducing Orchestrator 2012
- Navigating Orchestrator 2012 Interfaces
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- 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 : Managing Service Manager 2012 Security
- Defining the Configuration Management Database
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- Introducing Release Management
- Customizing Release Management Lists
- Customizing Release Management Views
- Creating Release Records
- Creating Release Record Templates
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- 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

- 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
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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 Service Manager 2012 Security
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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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- Configuring Notifications
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- 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

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
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- Considering the Role of Connectors
- Installing and Configuring Connectors
- Importing Data Using CSV Files
- Lab : Creating ConnectorsLab : Scripting

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- Introducing the Data Warehouse
- Navigating the Data Warehouse Workspaces
- Defining Data Warehouse Jobs
- Exploring Different Data Warehouse Reports
- Configuring Data Retention Settings
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- Reports in Service Manager 2012
- Introducing Orchestrator 2012
- Navigating Orchestrator 2012 Interfaces
- Creating Runbooks
- Working with Integration Packs
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- Installing the Service Manager Data Warehouse Management Server
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- Registering the Data Warehouse
- Working with Management Packs
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- Examining Service Manager 2012 Security
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- Using PowerShell cmdlet
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- Configuring Incident Management Settings
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- Customizing Incident Management Views
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- Creating Incident Management Event Workflows
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- Implementing a Change Management Process
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- Customizing the Self-Service Portal
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- Navigating the Data Warehouse Workspaces
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- Exploring Different Data Warehouse Reports
- Configuring Data Retention Settings
- Using Windows PowerShell cmdlets
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- 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

- Preparing to Deploy Service Manager 2012
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- Creating a New Calendar Item
- Creating a New Metric Item
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- Manager 2012
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- 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

Self-Service Portal
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- Deploying Service Pack 1
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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 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

- 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
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- Installing the Service Manager Management Server
- Installing the Service Manager Data

WorkspacesLab : Verifying the Data Warehouse RegistrationLab : Running
- Reports in Service Manager 2012
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- Customizing Change Management Views
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- Introducing Release Management
- Customizing Release Management Lists
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- Navigating Orchestrator 2012 Interfaces
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- Introducing Incident Management
- Configuring Incident Management Settings
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- Customizing Incident Management Lists
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2012

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- Creating Change Requests and Activities
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- Lab : Working with Change Requests
- Introducing Release Management
- Customizing Release Management Lists
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- Creating Release Records
- Creating Release Record Templates
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- Configuring Notifications
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- Introducing the Service Catalog
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- Introducing the Data Warehouse

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- Customizing Change Management Views
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Module 12: Managing the Data Warehouse and Reporting

- 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
- Introducing Service Level Management
- Creating a New Calendar Item
- Creating a New Metric Item
- Creating a New Service Level Objective

- 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
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- 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
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- Analyzing Deployment Scenarios
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- Defining Role-Based Access Control
- Examining Service Manager 2012 Security
- Configuring User Roles in Service Manager 2012

- 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
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Module 3: Design and Deployment Considerations for Service Manager 2012

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- 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

- 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
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- 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
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- Customizing Change Management Lists
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- Creating Change Request Templates
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- Lab : Working with Change Requests
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- 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
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- Configuring Notifications
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- Introducing the Service Catalog
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- Customizing the Self-Service Portal
- Lab : Working with the Self-Service Portal
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- 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

- 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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- Navigating Orchestrator 2012 Interfaces
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- 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
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- Lab : Managing Service Manager 2012 Security
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- Lab : Working with Change Requests
- Introducing Release Management

Offerings

- Customizing the Self-Service Portal
- Lab : Working with the Self-Service Portal
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- Implementing a Change Management Process
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Module 8: Change Management and Activity Management

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- Lab : Managing Service Manager 2012 Security
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Module 4: Installing and Configuring Service Manager 2012

- History and Evolution of System Center

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- Examining the Service Manager 2012 Architecture
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- Installing the Service Manager Management Server
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- Installing and Configuring Connectors
- Importing Data Using CSV Files
- Lab : Creating ConnectorsLab : Scripting Using PowerShell cmdlet
- Introducing Incident Management

- Lab : Working with Change Requests
- Introducing Release Management
- Customizing Release Management Lists
- Customizing Release Management Views
- Creating Release Records
- Creating Release Record Templates
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- 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
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- Examining Activities in Service Manager 2012

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- Configuring Incident Management Settings
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- 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
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- Creating Change and Activity

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- Customizing Release Management Views
- Creating Release Records
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- Introducing Service Level Management
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- Creating a New Service Level Objective
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- Lab : Creating a Service Level Objective in Service Manager 2012
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- Introducing the Data Warehouse
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- Navigating Orchestrator 2012 Interfaces
- Creating Runbooks
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- Introducing the Service Catalog
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- Configuring Incident Management Settings
- Configuring Problem Management Settings
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- 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

- Customizing the Self-Service Portal
- Lab : Working with the Self-Service Portal
- Introducing the Data Warehouse
- Navigating the Data Warehouse Workspaces
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- Configuring Data Retention Settings
- Using Windows PowerShell cmdlets
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- Working with Integration Packs
- Integrating Orchestrator 2012 with Service Manager 2012
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- Introducing Release Management
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Module 13: Orchestrator 2012 and Service Manager 2012 Integration

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- 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
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- 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

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
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- Registering the Data Warehouse
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- Examining Service Manager 2012 Security
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- Importing Data Using CSV Files

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- Lab : Managing Service Manager 2012 Security
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- Considering the Role of Connectors
- Installing and Configuring Connectors
- Importing Data Using CSV Files
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- 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
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- 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

- 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
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- Lab : Setting Up the Initial Lab EnvironmentLab : Introducing System

- 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
- 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

- 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
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- 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

- 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
- 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

- Runbook Automation Activity through the Self-Service Portal
- Introducing System Center 2012 Service Pack 1
- Deploying Service Pack 1
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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
- 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

- 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
- Introducing Service Level Management
- Creating a New Calendar Item
- Creating a New Metric Item
- Creating a New Service Level Objective
- Configuring Notifications

- 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
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- 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

- 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
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- 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
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- Introducing System Center 2012 Service Pack 1
- Deploying Service Pack 1
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- 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
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- Analyzing Deployment Scenarios
- Preparing to Deploy Service Manager 2012
- Installing the Service Manager Management Server
- Installing the Service Manager Data Warehouse Management Server

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
- Introducing Service Level Management
- Creating a New Calendar Item
- Creating a New Metric Item
- Creating a New Service Level Objective

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- 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
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- Examining Service Manager 2012 Security
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- Lab : Managing Service Manager 2012 Security
- Defining the Configuration Management Database
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- 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

- 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
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- Importing Data Using CSV Files
- Lab : Creating ConnectorsLab : Scripting Using PowerShell cmdlet
- Introducing Incident Management
- Configuring Incident Management Settings
- Configuring Problem Management Settings
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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
- 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

- 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
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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

- 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
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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
- 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
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- System Center 2012 Licensing
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- 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

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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
- 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
- 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

- System Center 2012 Product Suite
- System Center 2012 Licensing
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- Lab : Setting Up the Initial Lab EnvironmentLab : Introducing System Center 2012
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- 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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- Considering the Role of Connectors
- Installing and Configuring Connectors
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- Introducing Incident Management
- Configuring Incident Management Settings
- Configuring Problem Management Settings
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- Creating Incident Request Templates
- Using Templates with Incidents Requests
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- 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

- 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
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- Creating Incident Request Templates
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- Creating Incident Management Event Workflows
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- Examining Activities in Service Manager 2012
- Customizing Change Management Lists
- Customizing Change Management Views
- Creating Change Requests and Activities
- Creating Change Request Templates
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- Introducing Release Management
- Customizing Release Management Lists
- Customizing Release Management Views
- Creating Release Records
- Creating Release Record Templates
- Creating Release Management Event Workflows
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- Introducing Service Level Management
- Creating a New Calendar Item
- Creating a New Metric Item
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- Introducing the Service Catalog
- Creating Service Offerings and Request Offerings
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- Lab : Working with the Self-Service Portal
- Introducing the Data Warehouse
- Navigating the Data Warehouse

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- 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
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- Installing the Service Manager Data Warehouse Management Server
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- 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

- 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
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- Introducing the Service Catalog
- Creating Service Offerings and Request Offerings
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- Introducing the Data Warehouse
- Navigating the Data Warehouse Workspaces
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- Applying ITIL and MOF to Service Manager 2012

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
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- Deploying Service Pack 1
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Module 9: Release Management

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- 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

- 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
- 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

- 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
- 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
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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
- 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

- 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
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- Customizing Incident Management Views
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- Creating Incident Request Templates
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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
- 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
- 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

- 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
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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
- 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

- 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
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- Designing Service Manager 2012
- Analyzing Deployment Scenarios
- Preparing to Deploy Service Manager 2012
- Installing the Service Manager Management Server
- Installing the Service Manager Data

- 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
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- 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

- 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
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- 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

- 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
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- Defining the Configuration Management Database
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- Installing and Configuring Connectors
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- Lab : Creating ConnectorsLab : Scripting Using PowerShell cmdlet
- Introducing Incident Management
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- 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 : Managing Service Manager 2012 Security
- Defining the Configuration Management Database
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- Configuring Notifications
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- Introducing the Self-Service Portal
- Introducing the Service Catalog
- Creating Service Offerings and Request Offerings
- Customizing the Self-Service Portal
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- 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

- Working with Integration Packs
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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
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- Registering the Data Warehouse
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- Importing Data Using CSV Files
- Lab : Creating ConnectorsLab : Scripting Using PowerShell cmdlet
- Introducing Incident Management
- Configuring Incident Management Settings
- Configuring Problem Management Settings

- 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
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- 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

- 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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- Lab : Managing Service Manager 2012 Security
- Defining the Configuration Management Database
- Considering the Role of Connectors

- 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
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- Creating Change and Activity Management Workflows
- Lab : Working with Change Requests
- Introducing Release Management
- Customizing Release Management Lists
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- Lab : Working with Release Records
- Introducing Service Level Management
- Creating a New Calendar Item
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- 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
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- Lab : Working with the Self-Service Portal
- Introducing the Data Warehouse
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- Defining Data Warehouse Jobs
- Exploring Different Data Warehouse Reports
- Configuring Data Retention Settings
- Using Windows PowerShell cmdlets
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- Introducing System Center 2012 Service Pack 1

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- Installing and Configuring Connectors
- Importing Data Using CSV Files
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- Configuring Data Retention Settings
- Using Windows PowerShell cmdlets
- Lab : Exploring the Data Warehouse WorkspacesLab : Verifying the Data

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- Configuring Problem Management Settings
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Module 14: System Center 2012 Service Pack 1

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- Creating Incident Request Templates

- Warehouse RegistrationLab : Running
- Reports in Service Manager 2012
- Introducing Orchestrator 2012
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- Configuring Incident Management Settings
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- Lab : Automating User Creation with a Runbook Automation Activity through the

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- Lab : Automating User Creation with a

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- 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
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Module 6: Extending Service Manager 2012 with Connectors

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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
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- Customizing Incident Management Lists

- Examining Activities in Service Manager 2012
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- Creating Change Request Templates
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- Lab : Working with Change Requests
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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 Change Management Lists
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- Creating Change Requests and Activities
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- 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
- 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

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- Using Templates with Incidents Requests
- Creating Incident Management Event

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

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
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- Creating Change and Activity Management Workflows
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- Lab : Working with Change Requests
- Introducing Release Management

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- Creating Incident Management Event Workflows
- Lab : Working with Incident Requests
- Introducing Change Management and Activity Management
- Implementing a Change Management

- 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
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- Creating a New Calendar Item
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- Configuring Notifications
- Lab : Creating a Service Level Objective in Service Manager 2012
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- Examining Activities in Service Manager 2012
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- Lab : Applying ITIL and MOF to Service Manager 2012
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- Creating Incident Request Templates
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- Lab : Creating a Service Level Objective in Service Manager 2012
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Lab : Setting up the Initial Lab EnvironmentLab : Creating an Orchestrator 2012 RunbookLab : Working with Orchestrator System Center 2012 Runbooks

- Creating a New Service Level Objective
- Configuring Notifications
- Lab : Creating a Service Level Objective in Service Manager 2012
- Introducing the Self-Service Portal
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- Creating Service Offerings and Request Offerings
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Module 10: Service Level Management

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

- 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 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
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- 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

- 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
- 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
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- Creating Change Requests and Activities
- Creating Change Request Templates

- 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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Further Information:

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