

Using Microsoft System Center Service Manager 2012 for IT Analysts

Duration: 1 Day Course Code: M55022

Overview:

This is a one or two-day instructor-led course that provides participants with knowledge and skills to use System Center Service Manager. The course focuses on use of Service Manager with other System Center products after its installation. It also focuses on how IT process activities such as the Microsoft Operations Framework (MOF) & IT Infrastructure Library (ITIL) can be performed using Service Manager. There are two versions of this course: one-day / 9 hours / 540 minutes without Hands-on Labs, and two-day / 18 hours / 1,080 minutes with Hands-on Labs. The Course Outline listed here is for the two-day, 18-hour course. The one-day, 9-hour course covers the same presentation material in the same order, condensed to one day as labs are not included.

Global Knowledge offer this as a 2 day classroom training course.

Target Audience:

This course is intended for IT Analysts who support End Users using Microsoft System Center Service Manager 2012. This includes Service Desk managers and staff, as well as managers and staff at Tiers 1-4 of support organizations, including IT Operations, Technical Management, and Applications Management functions. The focus is on individuals responsible for managing Incidents, Problems, Changes, IT Assets, and Knowledge and Reporting for their technology streams. Participants should have at least one year of experience with IT Support processes or one or more System Center products (Operations Manager, Configuration Manager).

Objectives:

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| ■ Explain the structure and components of SCSM architecture | ■ |
| ■ | ■ List and describe End User and IT Analyst portal capabilities |
| ■ Outline Microsoft and Partner solutions that extend SCSM | ■ |
| ■ | ■ Describe key SCSM concepts and process workflows |
| ■ Define key SCSM and IT Service Management terminology | ■ |
| ■ | ■ Perform key IT Analyst tasks using SCSM including Incident, Problem, Change, Release Management |
| ■ List and describe the parts of the Service Manager console | |
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Prerequisites:

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| ■ Before attending this course, students must have: | |
| ■ Experience performing activities with ITIL and MOF processes as an IT Analyst | |
| ■ Experience as a user (not administrator) of System Center Configuration Manager 2007 and Operations Manager 2007 R2 features and functionality | |
| ■ Experience as a user of Active Directory | |
| ■ Experience with deployment, configuration, and troubleshooting Windows-based computers as an IT Analyst | |
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Content:

Module 1: Introduction to System Center Service Manager

- System Center Service Manager Architecture and Complementary Solutions
- Service Manager and IT Service Management Concepts and Terminology
- Tour of the Self-Service Portal
- Using Request Fulfillment in System Center Service Manager
- Using Incident Management in System Center Service Manager
- Service Level Objectives (SLOs)
- Perform basic operations with Problem work items in the Service Manager Console
- Using Change Management in System Center Service Manager
- Using Release Management in System Center Service Manager

Module 2: Tour of the Console and Self-Service Portal

- Tour of the Service Manager Console
- Service Manager and IT Service Management Concepts and Terminology
- Tour of the Self-Service Portal
- Using Request Fulfillment in System Center Service Manager
- Using Incident Management in System Center Service Manager
- Service Level Objectives (SLOs)
- Perform basic operations with Problem work items in the Service Manager Console
- Using Change Management in System Center Service Manager
- Using Release Management in System Center Service Manager

Module 3: Request Fulfillment

- Request Fulfillment Process Workflow
- Service Manager and IT Service Management Concepts and Terminology
- Tour of the Self-Service Portal
- Using Request Fulfillment in System Center Service Manager
- Using Incident Management in System Center Service Manager
- Service Level Objectives (SLOs)
- Perform basic operations with Problem work items in the Service Manager Console
- Using Change Management in System Center Service Manager

- Service Manager and IT Service Management Concepts and Terminology
- Tour of the Self-Service Portal
- Using Request Fulfillment in System Center Service Manager
- Using Incident Management in System Center Service Manager
- Service Level Objectives (SLOs)
- Perform basic operations with Problem work items in the Service Manager Console
- Using Change Management in System Center Service Manager
- Using Release Management in System Center Service Manager

Module 5: Service Management

- The Service Catalog
- Service Manager and IT Service Management Concepts and Terminology
- Tour of the Self-Service Portal
- Using Request Fulfillment in System Center Service Manager
- Using Incident Management in System Center Service Manager
- Service Level Objectives (SLOs)
- Perform basic operations with Problem work items in the Service Manager Console
- Using Change Management in System Center Service Manager
- Using Release Management in System Center Service Manager

Module 6: Problem Management

- Outline the purpose and features of the Problem work item
- Service Manager and IT Service Management Concepts and Terminology
- Tour of the Self-Service Portal
- Using Request Fulfillment in System Center Service Manager
- Using Incident Management in System Center Service Manager
- Service Level Objectives (SLOs)
- Perform basic operations with Problem work items in the Service Manager Console
- Using Change Management in System Center Service Manager
- Using Release Management in System Center Service Manager

Module 8: Release Management

- Release Management Process Flow
- Service Manager and IT Service Management Concepts and Terminology
- Tour of the Self-Service Portal
- Using Request Fulfillment in System Center Service Manager
- Using Incident Management in System Center Service Manager
- Service Level Objectives (SLOs)
- Perform basic operations with Problem work items in the Service Manager Console
- Using Change Management in System Center Service Manager
- Using Release Management in System Center Service Manager

Module 9: Activity Management

- Managing activities in the System Center Service Manager Console

Module 10: Summary and Wrap

This module summarizes key points for each topic in the course, identifies topic areas to focus on and review, and helps participants prepare to apply the concepts back on the job.

- Using Release Management in System Center Service Manager

Module 4: Incident Management

- Incident Management Process Workflow

Module 7: Change Management

- Change Management Process Workflow

- Service Manager and IT Service Management Concepts and Terminology
- Tour of the Self-Service Portal
- Using Request Fulfillment in System Center Service Manager
- Using Incident Management in System Center Service Manager
- Service Level Objectives (SLOs)
- Perform basic operations with Problem work items in the Service Manager Console
- Using Change Management in System Center Service Manager
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Further Information:

For More information, or to book your course, please call us on +91 40 23222555

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