

<b>10965CC</b>	<b>IT Service Management with System Center Service Manager</b>	<b>5 DAYS</b>	<b>SATV : YES</b>
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## Course Description

This course is intended for cloud and datacenter administrators who are new to System Center 2012 R2 Service Manager and are responsible for deploying, configuring and operating it in their cloud or datacenter. This course is also intended for Cloud and datacenter administrators who are already familiar with Service Manager and want to upgrade their skills to include the new features found in System Center 2012 R2 Service Manager.

## Course Outline

### Module 1: Service Management Overview

- Business Drivers Behind IT Service Management
- Introduction to Microsoft System Center 2012 R2
- System Center 2012 R2 Service Manager Overview and Key Features
- Adopting ITIL/MOF Best Practices with Service Manager
- Aligning IT Service Management Requirements to Service Manager

### Module 2: Installing System Center 2012 R2 Service Manager

- System Center 2012 R2 Service Manager Architecture and Core Components
- Hardware, Software and Security Requirements
- Planning and Sizing a System Center 2012 R2 Service Manager Deployment
- Installing System Center 2012 R2 Service Manager
- Installing and Configuring the Service Manager Self-Service Portal
- Overview of the Service Manager Console
- Upgrading to System Center 2012 Service Manager

### Module 3: Key Concepts and Features

- Overview of Management Packs
- Overview of the Service Manager CMDB
- Managing Activities
- Managing Workflows
- Managing Templates
- Security and User Roles

### Module 4: Configuring Service Manager For Your Environment

- System Center 2012 R2 Service Manager Initial Configuration
- Configuring Business Services
- Configuring Access for your Support Teams
- Configuring Notifications

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## **Module 5: Integrating Service Manager with the Hybrid Cloud**

- Integrating Service Manager with Active Directory and other System Center Components
- Integrating Service Manager with Exchange

## **Module 6: Managing Incidents and Problems**

- The Definition of an Incident and a Problem
- Managing Incidents
- Managing Problems
- Using Queues and Views with Incidents and Problems

## **Module 7: Managing Changes and Releases**

- Managing Change Requests
- Managing Release Records

## **Module 8: Configuring and Managing the Service Catalog**

- The Service Catalog, Request Offerings and Service Offerings
- Managing Service Requests and Catalog Groups
- The Self-Service Portal

## **Module 9: Automating Business Processes with Orchestrator**

- Overview of Orchestrator
- Configuring Runbooks in Orchestrator
- Configuring Integration between Orchestrator and Service Manager
- Creating a Request Offering in Service Manager to Initiate a Runbook in Orchestrator

## **Module 10: Configuring Service Level Management**

- Configuring Service Level Management
- Viewing Service Level Agreement (SLA) Information in Service Manager

## **Module 11: Using Reports and Analyzing Data in Service Manager**

- Running Reports in System Center 2012 R2 Service Manager
- Configuring and Running Data Warehouse Jobs
- Troubleshooting failed Data Warehouse Jobs
- Data Warehouse Cubes

## **Module 12: Advanced Troubleshooting and Disaster Recovery**

- Troubleshooting in Service Manager
- Performing Disaster Recovery in Service Manager

## **Module 13: Creating Forms and Items in Service Manager Using the Service Manager Authoring Tool**

- Key Concepts in Creating and Customizing Forms in the Service Manager Authoring Tool
- Creating New and Customized Forms by Using the Service Manager Authoring Tool