

Service Manager 2012 R2 Bootcamp

Number of Days: Four (4)

Prerequisites:

Before attending this course, students should have:

- MCSA certification, or equivalent knowledge

The course materials, lectures, and lab exercises are in English. To benefit fully from our instruction, students need an understanding of the English language and completion of the prerequisites.

Instructors:

The instructors that deliver this course are experienced, enterprise consultants who have experience in the deployment and configuration of Service Manager. All of our instructors have real-world expertise and are both accomplished consultants and excellent presenters. This allows them to make the delivery interesting and provide insight into real world issues that they have had to provide solutions to.

Description:

This four-day course is a mix of in-depth instructor led training and hands-on labs where you will learn about the features, server roles and components included in System Center Service Manager 2012 R2.

This class begins with an introduction to Service Manager 2012 R2 followed by a detailed architectural discussion that explains how to design your Service Manager 2012 R2 environment. Next, students will walk through an advanced installation of Service Manager 2012 R2 and learn how to install the database, Management Server, Data Warehouse, and the Self Service Portal. Once the setup is complete, the students will perform other critical post installation configurations.

With a Service Manager 2012 R2 environment built, attendees will learn how to populate the Service Manager CMDB using connectors to other Microsoft and System Center products, including Active Directory, Configuration Manager, Operations Manager, and Orchestrator. They will then move on to learn about Service Manager's role-based security.

With security in place, attendees will then learn the details of how Incident, Problem, Change, Release, and Service Management are implemented, including the different configurations and customizations that are available in the tool. They will also learn how to take advantage of the knowledge base, lists, queues, and templates, as well as how the data warehouse and reporting work.



Finally, the class will wrap up by looking at some of the advanced customization techniques available through the use of the Service Manager Authoring Console.

This class consists of the following sessions:

Session 1: System Center 2012 Service Manager Overview

Session 2: System Center Service 2012 Manager Architecture

Session 3: Planning and Deploying Service Manager

Session 4: Self Service Portal

Session 5: Configuring Service Manager Connectors

Session 6: Service Manager Security

Session 7: Incident/Problem Management

Session 8: Service Delivery

Session 9: Change Management

Session 10: Release Management

Session 11: Service Manager Library

Session 12: Reporting and Dashboards

Session 13: Management Pack Basics

Session 14: Extending Service Manager 2012 R2

Session 1: System Center 2012 Service Manager

Overview After completing this session students will:

- Have a basic understanding of ITIL/MOF
- Have a basic understanding of Service Desk Concepts
- Understand what Service Manager is and how it applies the Service Desk Concept

Session 2: System Center 2012 Service Manager Architecture

After completing this session students will be able to:

- Discuss the different components of Service Manager



- Discuss the different architecture configuration for Service Manager
- Discuss Service Manager Integration points with other System Center products.
- Discuss the internals of how Service Manager works.

Session 3: Planning and Deploying Service Manager

After completing this session students will be able to:

- Plan for Service Manager deployment
- Install System Center Service Manager R2
- Connect Service Manager Management Server to Data Warehouse
- Understand and perform the necessary post installation tasks

Session 4: Self Service Portal

After completing this session students will be able to:

- Discuss the Self Service Portal architecture and functionality
- Install the Self Service Portal
- Utilize the Self Service Portal as an end user
- Utilize the Self Service Portal as an analyst
- Customize the Self Service Portal

Session 5: Configuring Service Manager Connectors

After completing this session students will be able to:

- Understand the CMDB and Configuration Management concepts
- Install/Use the Active Directory Connector
- Install/Use the Configuration Manager Connector
- Install/Use the Operations Manager Configuration Item Connector



- Install/Use the Operations Manager Alerts Connector
- Install/Use the Orchestrator Configuration Item Connector
- Install/Use the CSV Connector.

Session 6: Service Manager Security

After completing this session students will:

- Understand role based security
- Be able to create a new user role and restrict the view in the Service Console to specific groups
- Understand the minimum requirements for the different service accounts and the action account

Session 7: Incident/Problem Management

After completing this session students will be able to:

- Discuss basic ITIL/MOF Incident Concepts
- Discuss basic ITIL/MOF Problem Concepts
- Create Incidents
- Customize Incident Lists
- Create Incident Templates
- Create Incident Views
- Create Incident Workflows using the Service Console
- Creating Incident Service Level Agreements
- Create Problems
- Customize Problem Lists
- Create Problem Views
- Create Problem workflows using the Service Console



Session 8: Service Delivery

After completing this session students will be able to:

- Discuss basic ITIL/MOF Service Request Concepts
- Create Service Requests
- Create Service Request Templates
- Create Service Request Views
- Create Service Request workflows using the Service Console, Orchestrator, and Self Service Portal

Session 9: Change Management

After completing this session students will be able to:

- Discuss basic ITIL/MOF Change Management Concepts
- Create Change Requests
- Discuss Manual and Review Activities
- Create Change Request Templates
- Create Change Request Views
- Create Change Request workflows using the Service Console

Session 10: Release Management

After completing this session students will be able to:

- Discuss basic ITIL/MOF Release Management Concepts
- Create Release Requests
- Create Release Request Templates
- Create Release Request Views
- Create Release Request workflows using the Service Console



Session 11: Service Manager Library

After completing this session students will be able to:

- Create/Update Knowledge Base Articles
- Create/Update Queues
- Create/Update Lists
- Create/Update Templates
- Create/Update Notifications

Session 12: Reporting and Dashboards

After completing this session students will be able to:

- Describe the Service Manager Data Warehouse
- Describe how reporting works in Service Manager
- Run Reports
- Create Favorite Reports
- Create Linked Reports

Session 13: Management Pack Basics

After completing this session students will be able to:

- Describe the basic components of a management pack
- Discuss how management packs are used in Service Manager
- Discuss best practices around management pack development, including naming conventions, inheritance, and relationships.

Session 14: Extending Service Manager 2012 R2

After completing this session students will be able to:



- Discuss when the Authoring Console should be used for content creation
- Create a custom Configuration Item
- Create a custom form for a Configuration Item
- Load and use the custom Configuration Item and form in Service Manager
- Populate custom Configuration Items using the CSV Connector
- Extend existing work item objects in Service Manager
- Extend existing work item forms in Service Manager
- Create new work item objects
- Create new work item forms
- Create custom workflows