

IT Service Management with System Center Service Manager

2021

5 jours

+ 20 ANNÉES
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Durée:

5 jours

Langue

Anglais

Formations dirigées par un instructeur**Objectif**

This five-day course will provide students with the key knowledge required to deploy and configure System Center 2016 Service Manager. Using hands-on labs, students will learn the following:

Where Service Manager sits within the System Center 2016 product.

What business and technical needs Service Manager is designed to meet.

How Service Manager aligns itself to ITIL and MOF.

How to architect and implement a System Center 2016 Service Manager deployment.

How to upgrade an existing Service Manager 2012 R2 environment to System Center 2016.

How to customize System Center 2016 Service Manager to be in line with corporate standards.

How to configure Incident and Problem Management.

How to configure Activity, Change and Release Management.

How to configure Service Requests.

How to configure Service Level Management.

How to customize the Self-Service Portal.

How to configure Reporting and Analysis.

How to troubleshoot Service Manager and perform disaster recovery.

How to create customized Service Manager forms.

Profil population cible

This course is intended for cloud and datacenter administrators who are new to System Center 2016 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 2016 Service .



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Examen de certification

Préparation pour examen : N/A

Prérequis :

Working knowledge of Windows Server 2012 R2 and Windows Server 2016.
Working knowledge of SQL Server 2012 and SQL Server 2014.
An understanding of the IT management processes that are included with ITIL and MOF.

Module 1

Service Management Overview

In this module, you will learn many of the ITIL and MOF best practices and procedures in delivering effective IT Service Management and how System Center 2016 Service Manager can be used to implement them in your organization. You will also learn some of the key business drivers behind IT Service Management.

Leçons

- Describe the business drivers behind IT Service Management.
- Describe, at a high-level, System Center 2016.
- Describe, at a high level, System Center 2016 Service Manager.
- Describe how Service Manager adopts best practices found in ITIL and MOF.

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Module 2

Installing System Center 2016 Service Manager

In this module, you will learn about the key components and architecture of Service Manager, including the hardware and software requirements. You will also learn about the security requirements and considerations that should be taken into account before, during and after deploying Service Manager.

Leçons

- Describe the business drivers behind IT Service Management.
- Describe, at a high-level, System Center 2016.
- Describe, at a high level, System Center 2016 Service Manager.
- Describe how Service Manager adopts best practices found in ITIL and MOF.

Module 3

Key Concepts and Features

In this module, you will learn many of the key features and concepts that will help you understand how to configure important functions in Service Manager.

Leçons

- Understand Management Packs.
- Describe the Service Manager CMDB.
- Manage Activities.
- Manage Workflows.
- Manage Templates.
- Manage Security and User Roles.

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Module 4

Configuring Service Manager for Your Environment

In this module, you will learn some of the key configuration tasks that should be performed in Service Manager in order to customize it for your environment.

Leçons

- Perform initial configuration tasks in Service Manager.
- Configure Business Services.
- Configure Access for your support teams.
- Configure Notifications.

Module 5

Populating the Service Manager CMDB using Connectors

Connectors in Service Manager provide a key function in populating the Service Manager CMDB. For example, the Operations Manager CI Connector imports discovered objects such as web sites and databases into Service Manager so that they can be added to work items such as Incidents and Change Requests

Leçons

- Configure the Active Directory and System Center Connectors in Service Manager.
- Install and configure the Exchange Connector in Service Manager.

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Module 6

Managing Incidents and Problems

In this module, you will learn how to differentiate an issue that occurs in the IT environment between an incident and a problem. You will also learn how to configure incidents and problems, which includes creating templates that can be used to auto-populate Incident forms.

Leçons

- Describe the definition of an Incident and a Problem.
- Manage incidents.
- Manage problems.
- Use queues and views with incidents and problems.

Module 7

Managing Changes and Releases

In this module, you will learn how Service Manager manages changes in the IT environment by using Change Requests. This includes creating and managing Activities such as Review Activities that are used to approve or reject changes. You will also learn how Release Records are used to group, schedule and develop approved changes.

Leçons

- Manage Change Requests in Service Manager.
- Manage Release Records in Service Manager.

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Module 8

Configuring and Managing the Service Catalog

In this module, you will learn all aspects of Service Request fulfillment within Service Manager with the exception of Service Level Management which is covered in module 10.

Leçons

- Describe the Service Catalog, Request Offerings and Service Offerings.
- Manage Service Requests and Catalog Groups.
- Use the Self-Service Portal.

Module 9

Automating Business Processes with Orchestrator

In this module, you will learn how Orchestrator and Service Manager can be used to automate business processes.

Leçons

- Describe Orchestrator including its key features and components.
- Configure Runbooks in Orchestrator.
- Configure integration between Orchestrator and Service Manager.
- Create a Request Offering in Service Manager that initiates a Runbook in Service Manager.

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Module 10

Configuring Service Level Management

In this module, you will learn how Service Level Management is implemented in Service Manager.

Leçons

- Configure Service Level Management. View SLA information in Service Manager.

Module 11

Using Reports and Analyzing Data in Service Manager

In this module, you will learn how to run reports in Service Manager, including how to manage and maintain the data warehouse jobs and cubes on which reports rely on. Additionally, you will learn how to perform advanced analytics on cube data by using Excel and SharePoint.

Leçons

- Describe how to run reports in Service Manager.
- Describe how to configure and run data warehouse jobs.
- Describe how to troubleshoot data warehouse jobs.
- Describe the data warehouse cubes in Service Manager.

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Module 12

Advanced Troubleshooting and Disaster Recovery

In this module, you will learn some of the advanced troubleshooting techniques used to resolve problems in Service Manager. You will also learn how to perform disaster recovery for failed Service Manager components, such as the Service Manager databases.

Leçons

- Perform advanced troubleshooting in Service Manager.
- Perform disaster recovery in Service Manager.

Module 13

Creating Forms and Items in Service Manager Using the Service Manager Authoring Tool

In this final module, you will learn how to use the Service Manager Authoring Tool to create new and customized forms in Service Manager.

Leçons

- Describe the key concepts in creating customized forms in Service Manager.
- Create a customized form using the Authoring Tool.

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