



MS10965 - IT Service Management with System Center Service Manager

Microsoft - System Center - Sistemistica

Durata:

5 Giorni

Lingue:

Italiano

Certificazione:

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Descrizione del corso

This five-day course will provide students with the key knowledge required to deploy and configure System Center 2016 Service Manager.

Programma

1. Service Management Overview

- Business Drivers Behind IT Service Management
- Introduction to Microsoft System Center 2012
- System Center 2012 R2 Service Manager Overview and key features
- ITIL & MOF Service Management
- Adopting ITIL/MOF Best Practices with Service Manager

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

ITCore Group

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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
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
5. Integrating Service Manager with the Hybrid Cloud
 - Integrating Service Manager with Active Directory and other System Center Components
 - Integrating Service Manager with Exchange
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
7. Managing Changes and Releases
 - Managing Change Requests
 - Managing Release Record
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
9. Automating Business Processes with Orchestrator
 - Configuring Integration between Orchestrator and Service Manager
 - Configuring Runbooks in Orchestrator
 - Configuring Runbook Automation Activity Templates in Service Manager
 - Creating a Request Offering in Service Manager to Initiate a Runbook in Orchestrator
10. Configuring Service Level Management

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- Configuring Service Level Management
- Viewing SLA information in Service Manager
- 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
- 12. Advanced Troubleshooting and Disaster Recovery
 - Performing advanced troubleshooting in Service Manager
 - Performing Disaster Recovery in Service Manager
- 13. Creating Custom Forms and Items in Service Manager
 - Key Concepts in creating customized forms
 - Creating a Customized form using the Authoring Console

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