MS55009 - System Center 2012 Service Manager

Microsoft - System Center - Sistemistica

Durata:	Lingue:	Certificazione:
5 Giorni	**Italiano**	**-**

Descrizione del corso

This five-day course teaches how to design, deploy and maintain Service Manager 2012 within their organizations. Students are introduced to the various System Center 2012 products and will learn how Service Manager 2012 is designed and deployed within the System Center suite. In addition, students will learn how to customize the end user experience and automate service request responses, as well as learn best practices for using Service Manager 2012.

Programma

Module 1: Introduction to System Center 2012 Service Manager

- History and Evolution of System Center 2012
- System Center 2012 Product Suite
- System Center 2012 Licensing
- System Center 2012 Service Manager

Module 2: Overview of ITIL and MOF

- Introducing ITIL and MOF
- Defining the Role of a Service Desk
- Applying ITIL and MOF to Service Manager 2012

Module 3: Design and Deployment Considerations for Service Manager 2012

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- Examining the Service Manager 2012 Architecture
- Designing Service Manager 2012
- Analyzing Deployment Scenarios
- Preparing to Deploy Service Manager 2012

Module 4: Installing and Configuring Service Manager 2012

- Installing the Service Manager Management Server
- Installing the Service Manager Data Warehouse Management Server
- Navigating the Service Manager Console
- Registering the Data Warehouse
- Working with Management Packs

Module 5: Managing Service Manager 2012 Security

- Defining Role-Based Access Control
- Examining Service Manager 2012 Security
- Configuring User Roles in Service Manager 2012

Module 6: Extending Service Manager 2012 with Connectors

- Defining the Configuration Management Database
- Considering the Role of Connectors
- Installing and Configuring Connectors
- Importing Data Using CSV Files

Module 7: Incident Management

- Introducing Incident Management
- Configuring Incident Management Settings
- Configuring Problem Management Settings
- Customizing Incident Management Lists
- Customizing Incident Management Views
- Creating Incident Requests
- Creating Incident Request Templates
- Using Templates with Incidents Requests
- Creating Incident Management Event Workflows

Module 8: Change Management and Activity Management

- Introducing Change Management and Activity Management
- Implementing a Change Management Process
- Examining Activities in Service Manager 2012
- Customizing Change Management Lists
- Customizing Change Management Views
- Creating Change Requests and Activities
- Creating Change Request Templates
- Creating Change and Activity Management Workflows

Module 9: Release Management

- Introducing Release Management
- Customizing Release Management Lists
- Customizing Release Management Views
- Creating Release Records
- Creating Release Record Templates
- Creating Release Management Event Workflows

Module 10: Service Level Management

- Creating a New Calendar Item
- Creating a New Metric Item
- Creating a New Service Level Objective
- Configuring Notifications

Module 11: Using the Self-Service Portal

- Introducing the Self-Service Portal
- Introducing the Service Catalog
- Creating Service Offerings and Request Offerings
- Customizing the Self-Service Portal

Module 12: Managing the Data Warehouse and Reporting

- Introducing the Data Warehouse
- Navigating the Data Warehouse Workspaces
- Defining Data Warehouse Jobs
- Exploring Different Data Warehouse Reports
- Configuring Data Retention Settings

- Using Windows PowerShell cmdlets

Module 13: Orchestrator 2012 and Service Manager 2012 Integration

- Introducing Orchestrator 2012
- Navigating Orchestrator 2012 Interfaces
- Creating Runbooks
- Working with Integration Packs
- Integrating Orchestrator 2012 with Service Manager 2012

Module 14: System Center 2012 Service Pack 1

- Introducing System Center 2012 Service Pack 1
- Deploying Service Pack 1
- Exploring Service Pack 1 and Service Manager 2012

Module 15: System Center 2012 Integration

- Lab : Setting up the Initial Lab Environment
- Lab : Creating an Orchestrator 2012 Runbook
- Lab : Working with Orchestrator System Center 2012 Runbooks