



10965 IT Service Management with System Center Service Manager

Course ID#: 1410-657-12-W

Hours: 28

Course Content

Course Description:

This course will provide students with the key knowledge required to deploy and configure System Center 2012 R2 Service Manager. Using hands-on labs, students will learn where Service Manager sits within the System Center 2012 R2 product, what business and technical needs Service Manager is designed to meet, how Service Manager aligns itself to ITIL and MOF. Students will learn how to architect and implement a System Center 2012 R2 Service Manager deployment, upgrade an existing Service Manager 2010 environment to System Center 2012, and customize System Center 2012 R2 Service Manager to be in line with corporate standards. Students will also learn how to configure Incident and Problem Management, configure Activity, Change and Release Management, configure Service Requests, and configure Service Level Management. Finally, students will learn how to customize the Self-Service Portal, configure Reporting and Analysis, troubleshoot Service Manager and perform disaster recovery, as well as how to create customized Service Manager Forms.

Target Student:

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.

Prerequisites:

- Working knowledge of Windows Server 2008 R2 and Windows Server 2012.
- Working knowledge of SQL Server 2008 R2 and SQL Server 2012.
- An understanding of the IT management processes that are included with ITIL and MOF.



10965 IT Service Management with System Center Service Manager

Course ID#: 1410-657-12-W

Hours: 28

Topics:

Module 1: Service Management Overview

- Introduction to Microsoft System Center 2012
- System Center 2012 SP1 Service Manager Overview and key features
- ITIL & MOF Service Management
- Adopting ITIL/MOF Best Practices with Service Manager

Lab 1: Exploring the Service Manager Console

Module 2: Installing System Center 2012 SP1 Service Manager

- System Center 2012 SP1 Service Manager Architecture and Core Components
- Hardware and Software Requirements
- Security Requirements
- Installing System Center 2012 SP1 Service Manager
- Upgrading to System Center 2012 Service Manager

Lab 2a: Installing System Center 2012 SP1 Service Manager

Lab 2b: Upgrading to System Center 2012 Service Manager

Module 3: Configuring base settings in Service Manager

- System Center 2012 SP1 Service Manager Base Configuration
- Configuring Notifications
- Integrating System Center 2012 SP1 Service Manager using Connectors
- Configuring the Exchange Connector
- Configuring Business Services

Lab 3: Configuring System Center 2012 SP1 Service Manager

Module 4: Configuring Incident and Problem Management

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

Lab 4: Configuring Incident and Problem Management

Module 5: Configuring Activity, Change and Release Management

- Managing Activities in Service Manager
- Configuring Change Management
- Configuring Release Management

Lab 5: Configuring Change and Release Management

Module 6: Configuring and Managing Service Requests

- The Service Catalog, Request Offerings and Service Offerings
- Managing Service Requests and Catalog Groups
- The Self-Service Portal
- Datacenter Resource Provisioning with the Cloud Services Process Pack

Lab 6: Configuring Service Requests



10965 IT Service Management with System Center Service Manager

Course ID#: 1410-657-12-W

Hours: 28

Module 7: Configuring Service Level Management

- Configuring Service Level Management
- Viewing SLA information in Service Manager

Lab 7: Configuring Service Level Management

Module 8: Customizing the Self-Service Portal

- Components of the Self-Service Portal
- Customizing the Self-Service Portal

Lab 8: Customizing the Self-Service Portal

Module 9: Using Reports and Analyzing Data in Service Manager

- Running Reports in System Center 2012 SP1 Service Manager
- Configuring and Running Data Warehouse Jobs
- Troubleshooting failed Data Warehouse Jobs
- Data Warehouse Cubes

Lab 9: Configuring Reports and Analyzing Service Manager Data

Module 10: Configuring Compliance with the Process Pack for IT GRC

- Overview of the Process Pack for IT GRC
- Installing the Process Pack for IT GRC
- Creating a Control Management Program
- Managing a Control Management Program

Lab 10: Installing and Configuring the Process Pack for IT GRC