

KOENIG SOLUTIONS • COURSE OUTLINE

IT Service Management with System Center Service Manager

Learn to install, configure and manage System Center Service Manager for incident, problem, change and service level management.

13

MODULES

47

TOPICS

40

HANDS-ON ACTIVITIES

COURSE OVERVIEW

This course covers IT Service Management principles based on ITIL and MOF practices and how System Center 2016 Service Manager supports them. It addresses installing and configuring Service Manager, populating the CMDB using connectors, and managing incidents, problems, changes and releases. It also covers configuring the service catalog, automating processes with Orchestrator, and setting up service level management. Reporting, data warehouse analytics, advanced troubleshooting, disaster recovery and form customization using the Authoring Tool are also included.

WHO THIS COURSE IS FOR

IT Service Managers

Service Desk Analysts

System Administrators

Change Managers

IT Operations Staff

LEARNING OBJECTIVES

- Explain business drivers and best practices behind IT Service Management
- Install and configure System Center 2016 Service Manager components
- Configure management packs, workflows, templates and user roles
- Configure business services, access and notifications for your team
- Populate the CMDB using connectors such as Active Directory and Exchange
- Manage incidents, problems, changes and release records
- Configure the service catalog and self-service portal
- Automate processes with Orchestrator and configure service levels

13 Modules, 47 Topics

01

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.

TOPICS

- Business Drivers behind IT Service Management
- Introduction to Microsoft System Center 2016
- System Center 2016 Service Manager Overview and Key Features
- Adopting ITIL/MOF Best Practices with Service Manager
- Aligning IT Service Management Requirements to Service Manager

02

4 Activities

2 Activities

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.

TOPICS

- System Center 2016 Service Manager Architecture and Core Components
- Hardware, Software and Security Requirements
- Planning and Sizing a System Center 2016 Service Manager Deployment
- Installing System Center 2016 Service Manager
- Installing and Configuring the Service Manager Self-Service Portal
- Overview of the Service Manager Console
- Upgrading to System Center 2016 Service Manager

03

2 Activities

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.

TOPICS

Overview of Management Packs · Overview of the Service Manager CMDB · Managing Activities · Managing Workflows · Managing Templates · Security and User Roles

04

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.

TOPICS

- System Center 2016 Service Manager Initial Configuration
- Configuring Business Services
- Configuring Access for your Support Teams
- Configuring Notifications

05

2 Activities

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.

TOPICS

- Integrating Service Manager with Active Directory and other System Center Components
- Integrating Service Manager with Exchange

06

5 Activities

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.

TOPICS

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

07**3 Activities**

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.

TOPICS

Managing Change Requests · Managing Release Records

08**4 Activities**

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.

TOPICS

- The Service Catalog, Request Offerings and Service Offerings
- Managing Service Requests and Catalog Groups
- The Self-Service Portal

09**2 Activities**

Automating Business Processes with Orchestrator

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

TOPICS

- Overview of Orchestrator
- Configuring Runbooks in Orchestrator
- Configuring Integration between Orchestrator and Service Manager
- Creating a Request Offering in Service Manager to Initiate a Runbook in Orchestrator

10**3 Activities**

Configuring Service Level Management

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

TOPICS

- Configuring Service Level Management
- Viewing Service Level Agreement (SLA) Information in Service Manager

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.

TOPICS

- Running Reports in System Center 2016 Service Manager
- Configuring and Running Data Warehouse Jobs
- Troubleshooting Failed Data Warehouse Jobs
- Data Warehouse Cubes

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.

TOPICS

- Performing Advanced Troubleshooting in Service Manager
- Performing Disaster Recovery in Service Manager

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.

TOPICS

- Key Concepts in Creating and Customizing Forms in the Service Manager Authoring Tool
- Creating New and Customized Forms by Using the Service Manager Authoring Tool

Practise What You Learn

#	MODULE	ACTIVITY
02	Installing System Center 2016 Service Manager	LAB: INSTALLING SYSTEM CENTER 2016 SERVICE MANAGER ■ Installing the Service Manager Management Group ■ Installing the Data Warehouse Management Group and register the Service Manager Management Group with ■ Installing the Service Manager Self-Service Portal and confirming a successful installation ■ Customizing the Self-Service Portal LAB: UPGRADING TO SYSTEM CENTER 2016 SERVICE MANAGER ■ Backing up the Service Manager 2012 R2 environment ■ Upgrading Service Manager 2012 R2 to System Center 2016 Service Manager
03	Key Concepts and Features	LAB: CONFIGURING SERVICE MANAGER FOR STOCKTRADER AND DINNERNOW ■ Create a Management Pack, Work Item Templates and Configuration Items for DinnerNow ■ Create a Management Pack, Work Item Templates and Configuration Items for StockTrader
04	Configuring Service Manager for Your Environment	LAB: CONFIGURING SERVICE MANAGER FOR YOUR ENVIRONMENT ■ Configuring Service Manager Settings ■ Configuring Business Services ■ Provisioning access for the DinnerNow and StockTrader support teams ■ Configuring Notifications
05	Populating the Service Manager CMDB Using Connectors	LAB: CONFIGURING CONNECTORS IN SERVICE MANAGER ■ Configure System Center Connectors ■ Configure the Exchange Connector
06	Managing Incidents and Problems	LAB: CONFIGURING INCIDENT AND PROBLEM MANAGEMENT ■ Create an Incident using the Service Manager console ■ Using Incident Templates ■ Configuring an Incident Event Workflow to automatically update an Incident ■ Group Incidents and create a Problem Record ■ Creating Queues and Views to Filter Incidents
07	Managing Changes and Releases	LAB: CONFIGURING CHANGE AND RELEASE MANAGEMENT ■ Create a Change Request with Review and Dependent Activities ■ Create a Release Record to manage changes ■ Configuring a Release Record Workflow Rule for Notification

#	MODULE	ACTIVITY
08	Configuring and Managing the Service Catalog	LAB: CONFIGURING SERVICE REQUESTS - Create the Contoso Request Offering - Test the Contoso Request Offering - Create the StockTrader Request Offering - Test the StockTrader Request Offering
09	Automating Business Processes with Orchestrator	LAB: AUTOMATING IT PROCESSES IN SERVICE MANAGER - Automating a Request Offering for Contoso - Automating a Service Request for StockTrader
10	Configuring Service Level Management	LAB: CONFIGURING SERVICE LEVEL MANAGEMENT - Create a Service Level Objective for an Incident SLA - Create a Service Level Objective for a Service Request SLA - Configure SLA Notifications
11	Using Reports and Analyzing Data in Service Manager	LAB: CONFIGURING REPORTS AND ANALYZING SERVICE MANAGER DATA - Configuring, Running, and Exporting Reports - Creating a Custom Report - Configuring Data Warehouse Job Schedules - Viewing the Status of Data Warehouse Jobs - Managing the Analysis Library - Analyzing Cube Data
12	Advanced Troubleshooting and Disaster Recovery	LAB: PERFORMING DISASTER RECOVERY IN SERVICE MANAGER - Recovering from a failed Service Manager Management Server - Recovering from a failed Service Manager Data Warehouse Management Server - Recovering from a failed Service Manager database
13	Creating Forms and Items in Service Manager Using the Service Manager Authoring Tool	LAB: CREATING CUSTOMIZED FORMS BY USING THE AUTHORING TOOL - Extending the Incident Class - Customizing the Default Incident Form - Seal the Management Pack - Import the Management Pack and use the updated Incident form

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

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