KOENIG step forward

KOENIG SOLUTIONS · COURSE OUTLINE

55009-A: System Center 2012 Service Manager

Learn to design, deploy and manage System Center 2012 Service Manager, from incident and change management to reporting and Orchestrator integration.

15	69	21
MODULES	TOPICS	HANDS-ON LABS

COURSE OVERVIEW

This course covers Microsoft System Center 2012 Service Manager, beginning with the product suite, ITIL and MOF standards, and the architecture and design considerations for deployment. It then addresses installation and configuration, role-based security, and extending the platform through connectors. The course proceeds through incident, change, activity, release and service level management, followed by the Self-Service Portal, the data warehouse and reporting, and integration with Orchestrator 2012. It closes with the Service Pack 1 updates and a set of System Center 2012 integration labs.

WHO THIS COURSE IS FOR

- **Service Desk Analysts**
- **System Administrators**
- **IT Operations Managers**
- **Service Managers**
- **Systems Engineers**

LEARNING OBJECTIVES

- Describe the System Center 2012 product suite and licensing
- Explain how Service Manager applies ITIL and MOF standards
- Plan a Service Manager 2012 deployment based on requirements
- Configure role-based access control and Run As accounts
- Implement connectors to extend Service Manager with external data
- Apply incident, problem and change management processes
- Configure release records and service level objectives
- Integrate Orchestrator 2012 runbooks with the Self-Service Portal

COURSE SYLLABUS

15 Modules, 69 Topics

01

2 Labs

Introduction to System Center 2012 Service Manager

This module introduces students to Microsoft System Center 2012 and Service Manager 2012. It provides a brief overview of the products in the System Center 2012 suite, covers licensing, reviews service management best practices, and takes a deeper look into the purpose and function of Service Manager 2012.

TOPICS

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

02

Lab

Overview of ITIL and MOF

This module provides an overview of the ITIL and MOF standards and ways in which Service Manager 2012 fulfills these standards. It also defines the role of a service desk and how it differs from a help desk and call center.

TOPICS

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

03

Design and Deployment Considerations for Service Manager 2012

This module prepares students to deploy Service Manager 2012 by introducing its architecture and roles of key components. Students will gain a basic understanding of the four steps in the design process. They will also learn how to determine what size deployment they need by getting answers to key questions and analyzing different deployment scenarios. Finally, students will review service accounts to configure hardware and software requirements and SQL Server installation.

TOPICS

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

04

3 Labs

Installing and Configuring Service Manager 2012

This module introduces students to the different workspaces in Service Manager 2012. It also prepares students to run reports by introducing the data warehouse and registering it with the Service Manager management server. Finally, students will review management packs and how they extend the functionality of Service Manager 2012.

TOPICS

- 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

05

Lab

Managing Service Manager 2012 Security

This module introduces students to role-based access control. Service Manager 2012 implements security through the use of user roles. In addition, security in Service Manager 2012 includes Run As accounts that will also be explored.

TOPICS

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

06

2 Labs

Extending Service Manager 2012 with Connectors

This module defines the role of connectors and introduces students to the six connectors that can be created in Service Manager 2012. It also discusses the benefit of importing data from a comma-separated value (CSV) file and how to perform the import. Finally, students will be introduced to PowerShell cmdlets and use them to manage data warehouse functions.

TOPICS

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

07

Lab

Incident Management

This module introduces students to incident management and problem management. Students will learn how to customize settings, views, lists and templates related to incident and problem management. These skills will be used to create incidents and problems, and then complete incident and change management processes.

TOPICS

- 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

08

Lab

Change Management and Activity Management

This module introduces students to change management and activity management. Students will learn the various components of change management, including activities. They will also learn how to customize settings, views, lists and templates related to change and activity management. These skills will be used to create change requests and complete the change management process.

TOPICS

- 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

09

Lab

Release Management

This module introduces students to release management. Students will learn how to customize settings, views, lists and templates related to release management. These skills will be used to create a release record and complete the release management process.

TOPICS

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

10

Lab

Service Level Management

This module introduces students to service level management. Students will learn the various components of incident service, how to customize settings related to incident and problem management, and how to create calendars, queues and metrics. These skills will be used to create and monitor service level objectives.

TOPICS

Introducing Service Level Management · Creating a New Calendar Item · Creating a New Metric Item · Creating a New Service Level Objective · Configuring Notifications

11

Lab

Using the Self-Service Portal

This module introduces students to the Self-Service Portal and the service catalog within the Service Manager 2012 console. Students will learn the various components of incident service and how to create and publish service offerings and request offerings. These skills will be used to create incident requests using the Self-Service Portal.

TOPICS

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

12

3 Labs

Managing the Data Warehouse and Reporting

This module introduces students to the data warehouse and the reports that are available.

TOPICS

- 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

13

Lab

Orchestrator 2012 and Service Manager 2012 Integration

This module will teach students how to publish a request offering and a runbook activity in the Self-Service Portal. To do this, students will first learn the basics of Orchestrator 2012: a powerful automation tool.

TOPICS

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

14

System Center 2012 Service Pack 1

This module introduces students to the Service Pack 1 (SP1) updates for the System Center 2012 suite of products. They will also learn about improvements to Configuration Manager 2012, Operations Manager 2012, Data Protection Manager 2012 and Virtual Machine Manager 2012. Students should feel confident in explaining the Service Manager 2012 SP1 improvements and how they will improve the operation and function of the service desk in their environments.

TOPICS

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

15

3 Labs

System Center 2012 Integration

This module consists of three labs. They are meant to be done either at the end of one of the System Center 2012 classes or as a stand-alone lab. There may be steps that students have already covered in previous labs.

HANDS-ON LABS

Practise What You Learn

#	MODULE	ACTIVITY
01	**Introduction to System Center 2012 Service Manager**	■ Setting Up the Initial Lab Environment ■ Introducing System Center 2012
02	**Overview of ITIL and MOF**	Applying ITIL and MOF to Service Manager 2012
04	**Installing and Configuring Service Manager 2012**	■ Registering Service Manager with the Data Warehouse ■ Exploring the Service Manager Console ■ Using PowerShell for Management Packs
05	**Managing Service Manager 2012 Security**	Managing Service Manager 2012 Security
06	**Extending Service Manager 2012 with Connectors**	■ Creating Connectors ■ Scripting Using PowerShell cmdlets
07	**Incident Management**	Working with Incident Requests
08	**Change Management and Activity Management**	Working with Change Requests
09	**Release Management**	Working with Release Records
10	**Service Level Management**	Creating a Service Level Objective in Service Manager 2012
11	**Using the Self-Service Portal**	Working with the Self-Service Portal
12	**Managing the Data Warehouse and Reporting**	■ Exploring the Data Warehouse Workspaces ■ Verifying the Data Warehouse Registration ■ Running Reports in Service Manager 2012
13	**Orchestrator 2012 and Service Manager 2012 Integration**	Automating User Creation with a Runbook Automation Activity through the Self-Service Portal
15	**System Center 2012 Integration**	■ Setting up the Initial Lab Environment ■ Creating an Orchestrator 2012 Runbook ■ Working with Orchestrator System Center 2012 Runbooks

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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