

10965DC

**IT Service Management
with System Center
Service Manager**

5 DAYS

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

Module 1: Service Management Overview

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.
Describe the business drivers behind IT Service Management.
Describe, at a high-level, System Center 2016.
Describe, at a high level, System Center 2016 Service Manager.
Describe how Service Manager adopts best practices found in ITIL and MOF.

Module 2: Installing System Center 2016 Service Manager

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.

Module 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.

Module 4: Configuring Service Manager for Your Environment

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

Module 5: Populating the Service Manager CMDB using Connectors

Integrating Service Manager with Active Directory and other System Center Components.

Integrating Service Manager with Exchange.

Module 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.

Module 7: Managing Changes and Releases

Managing Change Requests.

Managing Release Records.

Module 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.

Module 9: Automating Business Processes with Orchestrator

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.

Module 10: Configuring Service Level Management

Configuring Service Level Management.

Viewing Service Level Agreement (SLA) Information in Service Manager.

Module 11: Using Reports and Analyzing Data in Service Manager

Running Reports in System Center 2016 Service Manager.

Configuring and Running Data Warehouse Jobs.

Troubleshooting Failed Data Warehouse Jobs.

Data Warehouse Cubes.

Module 12: Advanced Troubleshooting and Disaster Recovery

Performing Advanced Troubleshooting in Service Manager.

Performing Disaster Recovery in Service Manager.

Module 13: Creating Forms and Items in Service Manager Using the Service Manager Authoring Tool

Key Concepts in Creating and Customizing Forms in the Service Manager Authoring Tool.