55022-A: Using Microsoft System Center Service Manager 2012 for IT Analysts

This is a one or two-day instructor-led course that provides participants with knowledge and skills to use System Center Service Manager. The course focuses on use of Service Manager with other System Center products after its installation. It also focuses on how IT process activities such as the Microsoft® Operations Framework (MOF) & IT Infrastructure Library (ITIL®) can be performed using Service Manager.

There are two versions of this course: one-day / 9 hours / 540 minutes without Hands-on Labs, and two-day / 18 hours/1,080 minutes with Hands-on Labs. The Course Outline listed here is for the two-day, 18-hour course. The one-day, 9-hour course covers the same presentation material in the same order, condensed to one day as labs are not included.

Objectives

- Explain the structure and components of SCSM architecture

- Outline Microsoft and Partner solutions that extend SCSM

- Define key SCSM and IT Service Management terminology

- List and describe the parts of the Service Manager console

- List and describe End User and IT Analyst portal capabilities

- Describe key SCSM concepts and process workflows

- Perform key IT Analyst tasks using SCSM including

- Incident, Problem, Change, Release Management

Prerequisites

Before attending this course, students must have:

- Experience performing activities with ITIL and MOF processes as an IT Analyst

- Experience as a user (not administrator) of System Center Configuration Manager 2007 and Operations Manager 2007 R2 features and functionality

- Experience as a user of Active Directory

- Experience with deployment, configuration, and troubleshooting Windows®-based computers as an IT Analyst

Audience

This course is intended for IT Analysts who support End Users using Microsoft® System Center Service Manager 2012. This includes Service Desk managers and staff, as well as managers and staff at Tiers 1-4 of support organizations, including IT Operations, Technical Management, and Applications Management functions. The focus is on individuals responsible for managing Incidents, Problems, Changes, IT Assets, and Knowledge and Reporting for their technology streams. Participants should have at least one year of experience with IT Support processes or one or more System Center products (Operations Manager, Configuration Manager).

Topics

- Introduction to System Center Service Manager

- Tour of the Console and Self-Service Portal

- Request Fulfillment

- Incident Management

- Service Management

- Problem Management

- Change Management

- Release Management

- Activity Management

- Summary and Wrap